



Oaklands Estate Kindergarten

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**Government
of South Australia**

Department for Education
and Child Development

PARENT COMPLAINT AND CONCERN RESOLUTION POLICY

RATIONALE

We acknowledge the many stakeholders in education; children, families, staff and the community, and acknowledge the importance of effective relationships. We each have a responsibility to establish and maintain positive relationships and work in partnership in order to maximise outcomes for children. From time to time issues or concerns may arise regarding the kindergarten and its policies or practices.

We are committed to a complaints procedure that ensures anyone with parental responsibilities for a child can raise a concern or complaint, with confidence that it shall be respectfully heard and responded to within an appropriate and timely fashion.

BROAD POLICY STATEMENT

Our Parent Complaint and Concern Resolution Policy has been developed to ensure complaints and concerns are managed in a fair, efficient and effective manner.

OBJECTIVES

The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns. This Parent Complaint and Concern Resolution Policy has been developed to:

- Ensure staff manage complaints in a fair, efficient and effective manner
- Resolve complaints, preferably at the local level, in accordance with DECD policy, procedures and guidelines.
- Where the complaint is unable to be resolved internally, complainants shall be provided with information about their avenues for seeking resolution and/or appeal externally.
- Ensure that families and new staff are informed of the kindergarten's Parent Complaint and Concern Resolution Policy.

The Department for Education indicates that a child's kindergarten should be the first point of contact for parents, followed by the Parent Complaint Unit, if the complaint remains unresolved, it may be raised with an external statutory authority.

Level 1

The complainant raises the concern with the relevant staff member or kindergarten Director and a resolution is reached.

Level 2

If the concern or issue has not been resolved at the kindergarten level, the complaint may raise the concern with the DECD Complaint Unit. DECD.EducationComplaint@sa.gov.au Phone: 1800 677 435.

Level 3

For complaints that remain unresolved at a central level they may be raised with a South Australian Ombudsman.

PROCESS

- A concern may be raised verbally - face to face, via telephone, letter or email to the relevant staff member or kindergarten Director. It may be necessary to make a time to discuss the matter.
- The concern shall be acknowledged, generally in the same method as it was received.
- The complainant shall be treated fairly and respectfully.
- After checking with a parent that they do require their complaint documented, the complaint shall be documented by the kindergarten and shall remain confidential unless otherwise required by law.
- The complainant shall be informed of the actions taken or the outcome of their complaint in at least general terms and in a timely manner.
- At all times each party shall behave in a manner that is courteous and respectful.
- The Department for Education Policies and Procedures shall be adhered to.
- If the complaint is unable to be resolved at the kindergarten level, the complaint may raise the concern with the Department for Education Complaint Unit. DECD.EducationComplaint@sa.gov.au Phone: 1800 677 435.

INFORMATION

Information about raising a concern shall be provided to staff, families and visitors.

RELATED REGULATIONS, POLICIES, PROCEDURES, GUIDELINES, STANDARDS, FRAMEWORKS

Education and Care Services National Regulation 168

National Quality Standard 7.3

Dept for Education DECD Consumer Complaints Management and Resolution Policy

Consumer Complaints Management and Resolution Procedure

This policy has been developed in consultation with Oaklands Estate Kindergarten staff and Governing Council, as representative of the kindergarten community.

Oaklands Estate Kindergarten Governing Council endorsed this policy on 14th May 2019.

This policy shall be reviewed every two years or as necessary.

Approved by:

Governing Council Chairperson:

Oaklands Estate Kindergarten Director: