



Parent Complaint Policy

Parent guide to raising a concern or complaint / Grievance

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's year in preschool.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible. We endeavour to work in partnership with families to provide the best outcomes possible for the children in our care.

Step 1 - The first step in working through a complaint is to talk to your child's Teacher or to the Director. This can be done in many ways

1. Make an appointment to speak in person (please note that a staff member may request for another staff member to be in attendance)
2. Letter
3. Telephone call 85565483
4. Email dl_3603.leaders@schools.sa.edu.au

When making a complaint it is always helpful to approach in a calm and respectful manner. It is important to raise the concern as soon as possible after the issue has arisen and provide factual information. We expect that an appropriate time frame for the complaint to be resolved within 15 working days or otherwise negotiated.

Step 2 - If you feel the complaint has not been addressed at a site level you can call the Education complaint Unit 1800 677 435 or email DECD.EducationComplaint@sa.gov.au

They can help by 1. Provide assistance and support about the issues behind the complaint 2. Advocate with sites to ensure all options for resolution have been explored 3. Objectively review complaints that have not been resolved at the local level, including through formal review.

Step 3 - If you can't resolve your issue through previous steps you may choose to seek external advice by an external agency. External agency SA Ombudsman@ombudsman.sa.gov.au 1800 182 150 www.ombudsman.sa.gov.au

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the Kindy has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Please note that it is unacceptable for a parent to approach or threaten any child that attends the Kindy. Please address any concerns about other students with the staff as explained in the above procedure.

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