



## Grievance procedure

The parents on the governing council of Baden Pattinson Kindergarten have developed this set of grievance procedures for parents. This procedure is to be followed if a parent/caregiver has an idea or concern which needs to be addressed. It is important that any grievance be kept confidential. The preschool will not always be able to meet everyone's needs however we will always endeavour to do the best we can in the given situation.

Have you got a problem?

Your ideas or concerns may relate to child/staff or parent/staff relationships, behaviours, kindergarten policies or curriculum.

The following guidelines may assist you if you have a concern:

1. Make an appointment to talk to the most relevant person letting them know what the issue is beforehand, so that they are better able to provide any information that you might require. Making an appointment ensures the most productive use of the time available – when the staff is free to give you their full attention.  
If you feel that an issue you have raised is still unresolved – it is important that you state this at the conclusion of the meeting.
2. If the issues are not resolved, make an appointment with the Director. Let the Director know what issue you wish to discuss, as this will help the process.
3. Meet with the Director, please call 82951371 or email [dl.5665\\_leaders@schools.sa.edu.au](mailto:dl.5665_leaders@schools.sa.edu.au)  
Results of this meeting may include the following:
  - the situation is followed up
  - the appropriate outside support for the child/kindergarten or family may be sought.
4. If after steps 1 – 3 you are still dissatisfied, approach the Customer Feedback Unit who will try to resolve the situation further. The phone number is 1800 677 435 or use the online form at [Education.Customers@sa.gov.au](mailto:Education.Customers@sa.gov.au)
5. The expectation of the kindergarten Director is that the above steps have been followed. Directors are also keen to hear about successes.

**Information regarding this process is outlined in the DECD brochure 'Raising a Complaint with DECD' which is available and located above the sign in/attendance sheets with the parent easy guides.** Revised June 2016. Reviewed September 2020