

Bertram Hawker Kindergarten Raising & Resolving Complaints Policy



WE BELIEVE

Positive relationships and open communication between parents, staff and children are in the best interests of children's learning and well-being.

Everybody has the right to be listened to and treated with respect and courtesy. We view all complaints as opportunities to work together to improve our kindergarten.

POLICY PRINCIPLES

Our highest priorities are the wellbeing, safety and education of the children enrolled in our kindergarten.

We will endeavour to resolve complaints at the preschool level where possible.

We will consider complaints in a confidential and timely manner.

Children, staff, parents and caregivers are supported to raise concerns and openly discuss issues.

Communication between parents and staff when presenting and resolving complaints, will be respectful and courteous.

IF YOU HAVE A CONCERN/COMPLAINT

- Arrange a time to speak with the relevant teacher/director about the concern. They will listen to your concern and aim to resolve the issue as soon as possible.
- You may want to meet with, or write to, the director if the matter is not resolved, or if your concern/complaint is about a staff member. They will work with you and the staff member to resolve the issue.
- Interpreters are available to support parents if necessary.
- If appropriate (depending on the nature of the complaint) staff will keep a written record of the complaint, its progress, and outcomes.
- You may choose to contact the Felixstow Education Office: ph: 8366 8864 for help if the director is the subject of your complaint or if you are not satisfied that your complaint has been resolved by the kindergarten.
- If you are still not satisfied you can contact the Department for Education (DfE) Customer Feedback on 1800 677 435 or complete the on-line feedback and complaints form <https://schools-sa.force.com/CFU/s/>

On enrolment we provide families with the Department for Education's *Raising a Complaint* brochure. For more information: <https://www.education.sa.gov.au/departments/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

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