

# GAWLER EAST PRESCHOOL PARENT GRIEVANCE POLICY

## RAISING AND RESOLVING COMPLAINTS OR CONCERNS

### *Rationale*

*Good relationships between home and preschool give our children a better chance of success. This policy provides information about avenues of communication, which strengthen the partnership between parents and the preschool. It acknowledges the importance of the relationship between caregivers / parents and the teachers and other staff and provides the steps to follow in the event of a concern.*

### 1. CONCERNS OR COMPLAINTS

A person can raise a concern or complaint if they think that the preschool or a preschool staff member has for example

- Done something wrong or acted unfairly or impolitely
- Failed to do something it should have

Your concern or complaint may relate to;

- the type, level or quality of service
- preschool policies, procedure or practice
- another child's behaviour
- another preschool related issue – such as behaviour or decisions of staff

### 2. PROCESS FOR RAISING CONCERNS OR COMPLAINT

All concerns should be raised directly with the centre through the director or staff.

### 3. PROCEDURE TO BE FOLLOWED

#### Step 1: LOCAL RESOLUTION

- Arrange a time to talk to the staff member concerned and/or director. Your concern deserves time in order to be resolved. Let the person or Director know about the details of your concern with a chat, note or telephone call prior to an arranged meeting. A time can be set up which suits you both. This means all will be prepared and have all the necessary information. Stay calm, respectful and honest in your approach. Written or verbal complaints should focus on the facts or details – avoid personal insults, defamatory statements and threatening or intimidating comments. **You should not approach children or the parent/caregiver of any child directly** (including email or phone or using social media such as Facebook). If your complaint is about the Director of the preschool, it may be necessary to go straight to Step 2.
- The preschool will look into your concern and get back to you as soon as possible. The preschool will aim to keep you informed and resolve the concern as soon as possible – ideally within 15 working days.
- If together, you are not able to sort out the problem let the person know that you intend to speak to the Director. Arrange a time to speak to the Director, providing information which will enable the meeting to be as useful as possible.

#### Step 2: CENTRAL RESOLUTION

If you are not satisfied you can contact the **EDUCATION COMPLAINT UNIT** on 1800 677 435. This unit will

- Provide advice and support about the issues behind the complaint,
- Advocate with preschool to ensure all options for resolution have been explored
- Objectively review complaints that have not been resolved at the local level, including through a formal review.

#### Step 3: EXTERNAL RESOLUTION - OTHER WAYS TO RESOLVE YOUR ISSUE

If your issue remains unresolved you may choose to seek independent advice and review by an external agency.

SA Ombudsman

Toll free 1800 182 150

Phone: 82268699

Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au) or website [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

You may also choose to contact Education and Early Childhood Services Registration and Standards Board of South Australia (EECSRSB) on freecall 1800 882 413.

### 4. ROLES AND EXPECTATIONS

#### Parents / Children / Staff Can Expect

- Children to be our first priority
- To follow the Policy when lodging a complaint or concern
- To be listened to
- To have opportunities to put their own point of view and express opinions and concerns
- To be treated fairly, respectfully and equitably
- To be kept informed
- To be informed of options, advice and support available when raising a complaint or concern
- Not to be discriminated against