

Parent Feedback and Concerns Policy

Purpose

We aim to achieve a high quality learning environment which values relationships with children, families and educators.

We also recognize that sometimes things can go wrong. If you have a concern or complaint, we want you to let us know. It is important for our team to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

If you have a concern or complaint, please

1. Speak to the Educator involved. If your concern is not resolve adequately, go to step 2.
2. Speak to the Director. Allow 15 working days for our team to work through your concern.
3. Speak to the Education Director at Felixstow Regional Office on 8366 8787 or 8366 8800. Allow 20 working days for the Regional Office to work through your concern.
4. Contact the Department of Education, Education Complaint Unit on 1800 677 435. Email: DECD.EducationComplaint@sa.gov.au
Website: www.decd.sa.gov.au/parentcomplaint
 - Parents have the right to:
Contact Parent Complaint Unit for feedback and advice/support and request that their identity remain confidential.

Educators will:

- Listen carefully; treat complaint with courtesy and respect.
- Ensure that complaint is not subject to detrimental action in making their complaint
- Carefully assess your concern
- Take appropriate action to resolve issues promptly
- Acknowledge complaints received via email within 2 days of receipt
- Use site agreed procedures to document parents/caregivers concerns, advice sought, what action was undertaken by the site and follow up with the parent within agreed time frames; ie within 6 weeks
- Explain clearly and appropriately the basis of the decision
- Treat the matter with confidentiality
- Provide a "feedback" box for parents to provide feedback, comments or questions. If issues are raised through the feedback box, we encourage families to provide contact details to assist us with resolution of their concerns.
- Follow up with the satisfaction of the actions taken

- Act impartially, fairly and equitably in line with the Public Service Code of Ethics for South Australian Public sector
<http://publicsector.sa.gov.au/policies-standards/code-of-ethics/>

This policy is based upon the Department of Education, Education Complaint Unit and Policy.

A copy of an information brochure about the Golden Grove Kindergarten Parent Complaint Policy is provided on enrolment.

A copy of “Raising a complaint with DECD” brochure is available on site for families to access as well.
