



Kadina Preschool

Kadina Preschool Centre Grievance Procedure



Government of South Australia
Department for Education

At Kadina Preschool we support all children, educators, parents/carers and community members to raise any issues or concerns that may affect their learning or general wellbeing. We have the responsibility to listen to and manage any grievances and deal with them in an appropriate manner.

The usual procedure to be followed in addressing a grievance is in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept CONFIDENTIAL.

- Intervene early, to avoid conflict and future problems.
- Monitor and evaluate practices regularly.

Children

1. Try to resolve the problem with the other child first.
2. Speak to a staff member about the problem.
3. Speak to someone they feel safe with.

Parents/Carers/Concerned Adults

1. An adult with a concern raises it appropriately with the person concerned.
2. If parents/carers suspect that their child is bullying or is being bullied at Preschool, this must be brought immediately to the attention of staff and not by confronting children or their families suspected of being involved. It is the staff's responsibility to address behavioural issues in consultation with parents /caregivers.
3. If the grievance is not resolved, arrange a time to speak to the Preschool Director.
4. If the grievance is with the Preschool Director and/or a resolution cannot be achieved, the concerned person may ring the Customer Feedback Team of the Department for Education
Ph. 1800 677 435 (freecall), or fill in an online feedback/complaints form at <https://schools-sa.force.com/CFU/s/> or by using the 'Feedback/Complaints' link on the bottom of the Preschool or Department's website.
5. If you still haven't resolved your complaint, you may choose to seek independent advice from the SA. Ombudsman. Phone 1800 182 150 or email ombudsman@ombudsman.sa.gov.au

Staff

1. Arrange a time to speak to the person/people concerned.
2. If the grievance is not resolved, speak to the Preschool Director.
3. If the grievance remains unresolved arrange to speak to the Education Director – Ph. 8821 2555

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Review Date: August 2025

Signed: _____

Chairperson – Governing Council (Narelle Miller)

Director – Kadina Preschool Centre (Simone Shevchenko)