



PARENT COMPLAINT POLICY

Parent guide to raising a concern or complaint

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in preschool and school.

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

The first step in working through a complaint is to talk to the teacher or the Director. If you still are not happy, ask for a copy of the kindergarten's *Parent Guide to Raising a Concern or Complaint* brochure. Steps guiding how complaints should be made are explained in the brochure.

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

About complaints or concerns

A complaint may be made by a parent if they think that the kindergarten has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of State or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you would like more information, call the Director, Anne Willis on 82643603 on Mondays, Tuesdays or Thursdays. Alternatively, you can visit the department's website at: www.sa.gov.au
Phone: 1800 677 435

Email: education.educationcomplaint@sa.gov.au