



Feedback and Complaints Policy

Purpose

We recognise that sometimes things go wrong, and expectations are not being met. If a person has an unresolved complaint or would like to provide feedback, Klemzig Kindergarten and Occasional Care would like to hear the information. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so Klemzig Kindergarten and Occasional Care can improve their services in a reflective, responsive, and active way. Klemzig Kindergarten and Occasional Care is committed to resolving complaints and providing an accessible, transparent, and fair process to everyone. All complaints will be taken seriously.

Types of concerns and complaints

People may choose to make a complaint if they believe that Klemzig Kindergarten and Occasional Care has:

- done something incorrect
- failed to do something they should do
- acted unfairly or impolitely.

Your complaint or feedback may be about:

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

Complaints and feedback may be about something Klemzig Kindergarten and Occasional Care is required to do due to state or federal law. In those cases we will talk to you and help you understand the requirements and why they exist.

Steps for raising your complaint



Level 1 – preschool

If a person is not happy with a decision made or action taken by the Klemzig Kindergarten and Occasional Care they should first contact the original decision maker or educator involved to discuss the matter and raise their concerns directly. This might be a teacher, educator and/or preschool director.

Level 2 – central complaint resolution

If a person is not satisfied that their complaint has been addressed at the preschool level, including the preschool director (or delegate), they can contact the Customer Feedback Unit (CFU). The role of CFU is to give advice and support about the issues behind a complaint and to confirm if departmental policy and procedure has been followed. The CFU role is to liaise with schools and preschools to help all parties to explore appropriate options for resolution.

A complaint or feedback can be lodged to CFU by using the [online form](https://www.education.sa.gov.au/departments/about-department/contact-department/feedback-and-complaints-about-school-or-preschool) (<https://www.education.sa.gov.au/departments/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>) or by phone (free call) 1800 677 435.

Level 3 – external resolution

If all avenues to resolve the complaint by the department have been exhausted and the matter remains unresolved, a review or advice can be sought through the [Ombudsman SA](https://www.education.sa.gov.au/departments/about-department/contact-department/feedback-and-complaints-about-school-or-preschool) (OSA). The OSA is an independent body that investigates complaints about SA government. Contact the OSA on (08) 8226 8699. The circumstances of the complaint will influence whether the option of an external review is available.

Unreasonable conduct

Staff safety and wellbeing is vital when dealing with unreasonable conduct at the preschool. There's a need to balance the right for someone to make a complaint with the rights of staff safety and respect, and the rights of others to equal time and resources. There are several actions that can be taken by the preschool if a person making a complaint is unreasonable.

Unreasonable may include:

- constant phone calls, visits or emails to staff
- swearing, yelling, intimidation or offensive remarks
- making demands to staff on how the complaint should be managed.

Depending on the severity and frequency of the behaviours, actions can range from changing or limiting access to staff, students and Klemzig Kindergarten and Occasional Care premises through to involving police. Find out more about [unreasonable conduct when making a complaint](https://www.education.sa.gov.au/unreasonable-customer-conduct-when-making-complaint). (<https://www.education.sa.gov.au/unreasonable-customer-conduct-when-making-complaint>)

Our commitment

We know that when we can work together, things can be better. We are committed to a resolution; we have experience in getting things right and we want the opportunity to resolve issues in a fair and timely manner. Be assured, we take customer feedback and complaints seriously.

This information has been extracted from the [complaint management policy](https://www.education.sa.gov.au/departments/policies/departments/policies/complaint-management-policy).

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updated by Governing Council September 2023 - to be reviewed annually