



Leigh Creek Kindergarten

Complaint and Concern Resolution Process

The relationships between educators and families is fundamental to the quality of care that children receive. Open communication in a respectful way ensures the best outcome for you, your child and the Kindergarten. The purpose of this policy is to provide clear information for dealing with complaints and concerns. The department for Educations and Child Development indicates that a child's Kindergarten should be the first point of contact for parents, followed by the Regional Office, and then the Parent Complaint Unit if the complaint cannot be resolved at the local level.

The process has three stages, with the Kindergarten being the first point of contact

Stage 1

In the first instance, you should raise your concerns with the Director.

We will ensure that we:

- listen to your issue
- record what you say
- identify actions to resolve the problem
- get back to you to see how things are going

Stage 2

If you are not satisfied that your concern has been resolved by the Kindergarten, we can explore other options, but you may also wish to contact the Regional Officer

Stage 3

You can also choose to contact the Parent Complaint Unit for advice in dealing with your concerns.

You can contact the PCU at any time or when you feel that your concern has not been resolved by either the Kindergarten or Regional Office.

For further information go to:
www.decd.sa.gov.au/parentcomplaint

for parents and caregivers.

Kindergarten

8675 2119

Regional Office

8641 6877

Parent Complaint Unit

1800 677 435