

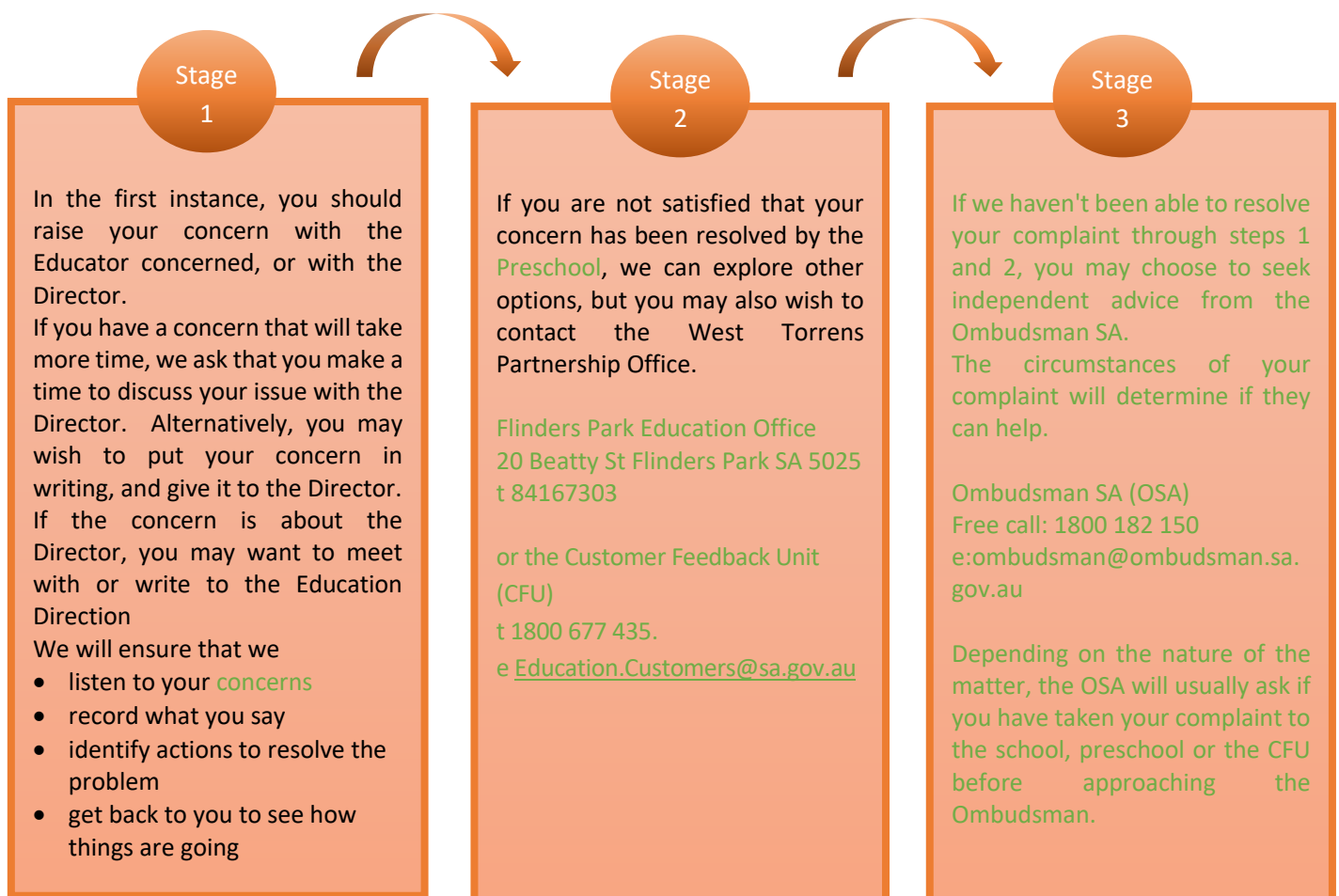
Parent Concerns and Complaints Procedure

Good communication is essential between parents, carers and staff and we hope you will feel comfortable approaching us with any areas of concern you may have. The relationship between educators and families is fundamental to the quality of care and education that children receive.

The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns. The Department for Education (DfE) indicates that a child's **Preschool** should be the first point of contact for parents/**carers**, followed by the DfE West Torrens Partnerships Office, and then the DfE Central Office Parent Complaint Unit if the complaint cannot be resolved at the local level.

Open communication in a respectful way ensures the best outcome for you, your child and the **Preschool**. If you have a **concern** which **may** require prolonged discussion, please make an appointment with the Director. Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has three stages, with the **Preschool** being the first point of contact for parents and caregivers.



We ask parents/caregivers to

- Follow the process outlined above for raising a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Raise the concern or complaint as soon as possible

Preschool staff will

- Ensure they are familiar with all parts of this procedure and are able to support families through the process of raising a concern or complaint
- Follow the process outlined above for resolving a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Ensure all families are given a copy of this procedure the Department for Education "Raising a Complaint Policy" as part of the enrolment process

References

Complaint Management Policy

<https://www.education.sa.gov.au/department/policies/departmental-policies/complaint-management-policy>

National Quality Standard 7 (7.1.2)

<https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-7-governance-and-leadership>

Raising a complaint with the Department for Education

<https://www.education.sa.gov.au/raising-complaint-department-education>

Tips to make a complaint or give feedback to the department

<https://www.education.sa.gov.au/tips-make-complaint-or-give-feedback-department>