

www.lockleyscc.sa.edu.au



# **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.

Stage 1

In the first instance, you should raise your concern with the Educator concerned, or with the Director.

If you have a concern that will take more time, we ask that you make a time to discuss your issue with the Director. Alternatively, you may wish to put your concern in writing, and give it to the Director. If the concern is about the Director, you may want to meet with or write to the Education Direction

We will ensure that we

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

Stage

If you are not satisfied that your concern has been resolved by the Preschool, we can explore other options, but you may also wish to contact the West Torrens Partnership Office.

Flinders Park Education Office 20 Beatty St Flinders Park SA 5025 + 84167303

or the Customer Feedback Unit (CFU)

t 1800 677 435.

e Education.Customers@sa.gov.au

Stage 3

If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA

The circumstances of your complaint will determine if they can help.

Ombudsman SA (OSA)
Free call: 1800 182 150
e:ombudsman@ombudsman.sa.

Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the school, preschool or the CFU before approaching the Ombudsman.









Tel: 8443 5758 www.lockleyscc.sa.edu.au

# 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



F: Lockleys Children's Centre/policies/policies 2018/complaints procedure Developed and accepted by the Governing Council and staff team – July 2012 Reviewed and updated: 2018, 2020 Review date: 2022