

Dealing with complaints – Policy/Procedure

POLICY STATEMENT:

At the Port Pirie West Children's Centre we believe regular two-way communication between parents/carers/guardians is essential in supporting children to be powerful learners.

We are committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence and that it will be heard and responded to in an appropriate and timely manner.

DEFINITIONS

Children's Centre: The Port Pirie West Children's Centre includes a preschool and a range of parenting and community services.

Parent: This term includes all parents/carers/guardians involved in the Children's Centre. This term also includes a guardian and every person who has parental responsibilities for the child including parental responsibility under the Commonwealth Family Law Act 1975 and any person with whom a child normally or regularly resides. This includes all parents involved with the Children's Centre including preschool and the parenting groups.

Concern: an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation

Complaint: an expression of grievance or issue where the parent has a concern

PROCEDURE

Please refer to 'Raising a complaint with DECD' pamphlet by Department for Education and Child Development for an overall guide to resolving any complaints or issues you may have in DECD schools and early childhood services.

Step 1

If your concern or complaint relates to an issue concerning your child's education or experiences, you should talk to your child's teacher or the relevant Children's Centre community staff member. We try and resolve all complaints at a local level where possible.

Our staff will:

- Listen to the complaint
- Record what you say, offer a copy of what has been recorded
- Identify actions to resolve the concern
- Set a timeframe for action and follow-up
- If appropriate, refer the matter to the Children's Centre Director.

Step 2

If your concern has not been resolved following discussions with the staff member, you may choose to contact the Children's Centre Director.

The Director will:

- Acknowledge receipt of the complaint as soon as reasonably possible (within 5 pre-school days)
- Listen to you
- Provide support to you if necessary while the complaint is being considered
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Consider relevant legislation, DECD policy and guidelines, preschool procedures
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented
- Ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Educational Director, District Office, Dean Angas: (08) 8632 0602 or 0427 006 094.

Step 3

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from the complaints resolution services:

Complaints about education and early childhood services

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Step 4

If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

External agency contact point:

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman.sa.gov.au

Please note: Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Director, Nathalie Hayes (08) 8633 0077 for assistance.

Sourced: Raising a complaint with DECD, Department for Education and Child Development

Consumer Complaints Management and Resolution Policy/Procedure, Department for Education and Child Development

POLICY REVIEWED	December 2021	NEXT REVIEW DATE	December 2022
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