

Parent Complaint / Raising Concerns Policy



Rationale

Rose Park Preschool is a Department for Education preschool. As part of our commitment to deliver high quality education and care we work with our families and community to resolve any concerns or complaints. This policy is in line with ACECQA regulations (NQS) and Department for Education Policy.

The Preschool

Recognises that sometimes things go wrong and expectations for your child may not be met. If you have an unresolved issue or complaint it is important to us that we can talk, listen and find solutions so that we can improve your child's experience and learning.

We believe that the wellbeing, safety and education of all children enrolled at our preschool are our first priority. We believe our community needs to be treated with respect over their concerns, and families have the right to raise concerns and complaints about their preschool life and be supported to do so.

- Complaints and concerns should be resolved at the preschool level where possible.
- Complaints and concerns are considered in a confidential and timely manner.
- Complaints and concerns follow the resolution stages as outlined in the *Department for Education Complaint Management Policy*.

Complaint Policy and outlined

Stage 1 – tell the preschool first

Contact the preschool to arrange a time to meet with the teacher or have a discussion with them on the phone. They will look into your concerns and get back to you as soon as possible.

If the matter is not resolved, or if your complaint is about a teacher, you may want to meet with, or write to, the director. They will work with you and the staff member to resolve the issue.

If the complaint is about the director, contact your local regional office of the Department for Education.

The preschool will aim to resolve your concern or complaint as soon as possible – ideally within 15 working days.

Stage 2 – contact your regional office ~ Felixstow Office 8366 8800

You may choose to contact your regional office for help if:

- You are not satisfied that your complaint has been resolved by the preschool
- The director is the subject of your complaint

The regional office will review your complaint and work with you and the school to resolve the matter as soon as possible – within 20 working days.

Stage 3 – refer your matter to the Customer Feedback Unit (CFU)

If you are still not satisfied you can refer your feedback or complaint to the Customer Feedback Unit by completing the [online form](#) or by phone on 1800 677 435.

The CFU unit will help you with your complaint by:

- giving advice about the issues behind the complaint.
- liaising with the preschool to ensure all options for resolution have been explored.
- objectively reviewing complaints that have not been resolved at the local level, including through a review.

Stage 4 – SA Ombudsman

If we have still been unable to resolve your complaint through steps 1-3, you may choose to seek independent advice from the Ombudsman SA. The circumstances of your complaint will determine if they can help.

External agency contact:

Phone: 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au

Advice and support

You can contact the unit on 1800 677 435 to discuss your concern or complaint, or to seek advice about resolving preschool problems. Staff will follow up with you to check on progress.

Will I be treated fairly?

You will not be discriminated against if you make a complaint. All staff are bound by the Code of Ethics for South Australian Public Sector which requires staff to act impartially, fairly and equitably.

You can ask for your identity to be confidential when making a complaint. However, keep in mind:

- This may limit options for investigating and negotiating a resolution
- While every effort will be made to comply with your request, freedom of information requirements may result in your identity becoming known.

You can make an anonymous complaint. However:

- The extent to which it can be investigated is limited as staff cannot liaise with the parent about the complaint.
- Anonymous complaints raise issues in relation to natural justice – those who have allegations made about them have a right to know the particulars of the allegation.

For more information:

More information can be found by accessing the Department for Education webpage regarding feedback and complaints about schools or preschools.

<https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

This policy will be shared with all new staff and families, and available to view in the Preschool Policies Booklet and on the Preschool website. Endorsed and ratified by staff and Governing Council June 2022. To be reviewed 2024.