

## 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 procedure 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.



<p>In the first instance, you should raise your concern with the Educator concerned, or with the Director.</p> <p>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 Director.</p> <p>We will ensure that we:</p> <ul style="list-style-type: none"> <li>- Listen to your concerns</li> <li>- Record what you say</li> <li>- Identify actions to resolve the problem</li> <li>- Get back to you to see how things are going</li> </ul>	<p>If you are not happy 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.</p> <p>Flinders Park Education Office 20 Beatty street Flinders Park SA 5025 Ph: 84167303</p> <p>Or:</p> <p>The Customer feedback unit (CFU) Ph: 1800677435 Education.Customers@sa.gov.au</p>	<p>If we haven't been able to resolve your concerns through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA.</p> <p>The circumstances of your concerns will determine if they can help.</p> <p>Ombudsman SA (OSA) Free call: 1800182150 <a href="mailto:ombudsman@ombudsman.sa.gov.au">ombudsman@ombudsman.sa.gov.au</a></p> <p>Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the Preschool or the CFU before approaching the Ombudsman</p>
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**Reviewed by:**

**Governing council chairperson:**

**Director:**

**Date:** 7.6.21