

WOODSIDE PRESCHOOL



Dealing with Complaints or Concerns Policy

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Preschool

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Director

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Government of South Australia
Department for Education

Woodside Preschool is a busy and dynamic worksite with a dedicated staff team who strive for quality outcomes for the children and families of the Woodside Preschool community.

Pivotal to successful centre outcomes are successful staff/parent/caregiver relationships.

We aim to promote relationships based on open communication, respect, empathy and a willingness to work together in finding effective and creative solutions to concerns and complaints. We welcome your feedback provided in a respectful manner.

As a staff team we aim to view your concerns, complaints, questions and queries as an invitation to enter into a problem solving process together to find a solution. We aim to view the situation as a positive opportunity for improvement and also welcome your compliments and feedback.

Parent Concern or Complaint Procedure

1. Talk to the Preschool first (following the parent concern/complaint flow chart attached)
2. Central Resolution via the Education Complaints Unit 1800 677 435
3. Other ways to resolve the issue- SA Ombudsman 1800 182 150

For more information, please see the Complaints and Concerns section at the bottom of the Home page on our Website www.woodsidepre.sa.edu.au

PARENT CONCERN OR COMPLAINT FLOWCHART

