

Raising and Resolving Complaints Policy

Date: March 2017
Review date: April 2020

Rationale:

Grove Kindergarten aims to foster positive relations between parents, staff and children. Children, staff, parents and caregivers are supported to raise concerns and openly discuss issues.

The staff and management aim to be responsive to the needs and concerns of the parents and children.

Principles of our policy:

The wellbeing, safety and education of all children enrolled at our kindergarten are our first priority.

- Everybody has the right to be listened to and treated with respect and courtesy.
- Complaints should be resolved at the preschool level where possible.
- Complaints are considered in a confidential timely manner.
- All complaints will be viewed as both opportunities to improve relationships as well as services.
- Educators use restorative processes when a conflict occurs between children where all parties involved are given the opportunity to think, talk and listen to each other about what happened and what needs to be done to repair the situation.

Parents / caregivers / staff with a complaint or concern:

- Arrange a time to speak to the relevant person concerned
- If the matter is not resolved, or if your complaint is about a staff member, you may want to meet with, or write to, the director. They will work with you and the staff member to resolve the issue.
- Interpreters are available to support parents if necessary.
- If appropriate (depending on the nature of the complaint) staff will keep a written record of the complaint, its progress and outcomes.
- If the complaint is still unresolved after talking to the Director, you may choose to contact the Education Officer at the Felixstow Office ph. 8366 8864
- If you are still not satisfied you can refer your feedback or complaint to the Parent Complaint Unit by via email at DECD.ParentComplaint@sa.gov.au or ph: 1800 677 435.

On enrolment we provide families with the Department of Education and Child Development *Parent Guide to raising a concern or complaint* brochure.(See parent information package)

For more information: www.decd.sa.gov.au/parentcomplaint

Document Review History

| Date | Approved by Governing Council |
|----------------|--|
| September 2015 | 2015 review |
| July 2016 | 2016 review |
| March 2017 | 2017 review |
| April 2019 | 2019 review, no changes except new Department for Education logo |

Complaints Form (To Be Completed By Person Making Complaint)

Name of Person Making Complaint

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Address

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Phone

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Date.....
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Nature of Complaint:

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(To Be Completed By Director)

Personnel Handling Complaint.....

Action Taken

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Outcome

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Date.....

Further action needed? YES / NO