



Parent Complaints Policy

(Please also refer to our 'Parent/Carer Grievance Procedure')

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in preschool and school. We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible. Good relationships between people in our kindergarten community give our children a greater chance to succeed. It is important that Issues can be resolved without blame or violence, to show respect for all parties, to listen, to share information and to resolve problems in a calm and quiet manner.

We believe that everyone has the right to feel safe at all times. If there is an issue, we promote a calm discussion with the other person.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the Kindergarten has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Sometimes a complaint is about something we have to do because of State or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

DECD now has a policy for parents. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

Please follow the procedures in DECD **"Parent Complaint Policy: A guide to raising a concern or complaint"** located in the next pocket of this folder. Alternatively, this can be accessed on the internet via the following link: www.decd.sa.gov.au/parentcomplaint

If you would like further information, there is a Freecall number (1800 677 435) or please contact the South Adelaide Regional office on: 8207 3700, or email DECD.parentcomplaint@sa.gov.au