Dear parents and caregivers,

At Largs North Kindergarten we are committed to working with families to provide high quality care and education for your children. There will be times that you will want to raise concerns and grievances with staff and the following information will support you to do so.

As a community, we believe that it is better to deal with issues as they arise, so if you think that the kindy has

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

or it may be about
- the type, level or quality of service
- the behaviour or decisions of staff
- a policy, procedure or practice.

**The procedure is as follows:**

1. Never address a child with your concern.
2. Initially talk to the person involved.
3. If you feel uncomfortable doing this, speak to another staff member or Governing Council member to help you address the issue.
4. If you feel that your issue is still unresolved, speak to the Director or arrange a time to speak to her.
5. If the grievance is with the preschool director and a resolution cannot be achieved, you can contact the Regional Director at the Western Adelaide Regional Office.
6. If you are still unsatisfied, you may direct your issue to the DECD Parent Complaint Unit. You may contact the Parent Complaint Unit at any time for support and advice.
When raising a concern, all parties are expected to:

• treat each other with respect, courtesy and maintain confidentiality.
• raise the concern or complaint as soon as possible.
• provide complete and factual information.
• ask for assistance or further information if needed.
• act in good faith to achieve an acceptable outcome to all parties.
• have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

The Department for Education and Child Development’s Parent Complaint Policy and Procedure is consistent with our procedures. It can be found at: www.decd.sa.gov.au/policy/pages/OSPP/policyindex
You will find them under ‘P’

Complaints not covered by this procedure:

• staff disputes and grievances
• mandatory reporting responsibilities.
• some health, safety and welfare issues.
• complaints that fit within the scope of the Education and Early Childhood Registration and Standards Board.

We hope that this information will support you in communicating your concerns with us,

Yours faithfully,

Largs North Kindergarten Staff and Governing Council.

Kindy number: 82481353
Regional Office: 84167333
Parent Complaint Unit: 1800677435     Accepted: 4th April, 2012
NQS: 7.3.4                        Review date: April, 2014