



Largs North Kindergarten

Concerns and Complaints Policy Statement

Aim:

To ensure effective communication between staff, parents and children, and the continuous improvement of Largs North Kindergarten and the practices and procedures used within this service.

Explanation:

The educators at Largs North Kindergarten believe parents are partners in the education of children. Communication is essential to a healthy learning community. Regular, two way communication between families and the kindergarten staff is essential to children's wellbeing and in working together to help children achieve their potential.

Communication is best done in a respectful manner in which all participants feel safe.

We are committed to ensuring that anyone with parental responsibilities for a child can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

Guiding Principles:

- All persons in the Largs North Kindergarten community, including children, parents, staff and volunteers, have the right to be treated with respect and courtesy in accordance with the Code of Ethics for the South Australian Public Sector.
- Parents and caregivers have the right to raise concerns and make enquiries or complaints about any aspect of kindergarten life.
- Information about how, where and to whom complaints can be made is visible through the policy folder and on the Largs North Kindergarten website.
- Complaints will be acknowledged and addressed promptly.
- Individual complaints will be assessed objectively and without bias.
- The confidentiality of all parties will be maintained wherever possible.

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 Department for Education and Child Development indicates that a child's preschool should be the first point of contact for parents, followed by the Regional Office, and then the Parent Complaint Unit if the complaint cannot be resolved at the local level.

Procedures:

The process has three stages, with the preschool being the first point of contact for parents and caregivers.

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to a staff member either in person, or over the telephone about it as soon as possible.

You may prefer to organise a mutually convenient time to meet the staff member and/or Director rather than discuss the issue via a telephone conversation or during a kindergarten session. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct complaint:

- Listen to the complaint
- Record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done
- Get back to you to see how things are going
- If appropriate, refer the matter to the Preschool Director

If your concern has not been resolved following discussions with the staff member, you should contact the Preschool Director.

The Preschool Director will:

- acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- listen to you
- provide support to you if necessary while the complaint is being considered
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- consider relevant legislation, DECD policy and guidelines, preschool procedures
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Flinders Park Education Office.

Please note: Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Flinders Park Education Office on 8416 7333 for assistance.

Step 2: Contact our local DECD Education Office

If the complaint is about the Director of the preschool or you are not satisfied with the outcome you may contact our local DECD Education Office.

Flinders Park Education Office, 20 Beatty Street, Flinders Park. Telephone: 8416 7333.

The Education Office will:

- provide written acknowledgement of receipt of your complaint within five working days
- clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- refer, where appropriate, any complaint that has not been raised at the Preschool level back to the Preschool
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented

- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

Step 3: Contact the Education Complaint Unit

If your complaint remains unresolved after working together with our Preschool, Regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Education Complaint Unit
Level 6 / 31 Flinders Street, ADELAIDE SA 5000 – Telephone 1800 677 435

Or by email to decd.parentcomplaint@sa.gov.au

Drafted: January 2016

Review: January 2017