



## Parent Complaints Policy

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.

Education and Care Services National Regulation 2011:

Regulation 168 (2) (0)

Related key regulation: 173 (2) (b) 176 (2) (b)

Links to the National Quality Standards:

National Quality Standard 7.3

A complaint may be made by a parent if they think that the preschool 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 of quality of services
- The behaviour and decisions of staff
- A policy, procedure or practice.

### **Procedure for parents:**

If you have a problem, talk calmly to the other person. You may:

Step 1: Ask the Director or Staff member to help. Phone Number: 82935178

- Meet with the staff person concerned to discuss the matter at a convenient time

Step 2:

- If there is still a problem, contact the South Adelaide Regional office on: 8207 3700

Step 3:

- Contact the DECD complaint Unit hotline on 1800 677 435

Please refer to the DECD Parent guide to raising a concern of complaint.

DECD is responsible for notifying the Regulatory Authority within 24hours

### **Please remember:**

Adults who have a grievance with one of the other children (who is not their child) need to take the problem to a staff member who will then address the problem with that child.

This Policy has been developed by the Governing Council

The policy will be reviewed and evaluated regularly by both the staff and Governing Council and modified as required to ensure continued relevance for the Centre. This policy has been developed by the Preschool director in consultation with staff and the Governing Council endorsed by the Governing Council on April 2012

Chairperson .....

Policy Issue Number 1

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