PARENT COMPLAINT PROCEDURE

POLICY STATEMENT:

The relationship between educators and families is fundamental to the quality of care and education that children receive. Open communication in a respectful way ensures the best outcome for you, your child and the Kindergarten.

The purpose of this policy is to provide clear and transparent information for dealing with concerns or complaints in relation to Kurralta Park Community Kindergarten.

PRINCIPLES:

- All parties will be treated with respect and courtesy and maintain confidentiality.
- A complaint should only be discussed with those people directly involved in the complaint or resolution process.
- Meetings to discuss concerns and complaints must only be held by prior arrangement.
- That parent concerns and complaints are resolved in a consistent, systematic, impartial, fair and timely manner, to the satisfaction of all parties.
- Meetings to discuss concerns or complaints should be suspended if any person(s) behave in an insulting or offensive manner.
- Complainants will not be victimised or suffer negative treatment because they have made a complaint.

PROCESS:

The Department for Education and Child Development indicates that a child’s Kindergarten should be the first point of contact for parents, followed by the Regional Office, and then the Parent Complaint Unit if the concerns or complaints cannot be resolved at a local level.

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

STAGE ONE:

- In the first instance, you should raise your concerns or complaints with the Educator concerned, or with the Director.
- If you have a concerns or complaints that will require time, we ask that you make an appointment to discuss your issue with the Director. Alternatively, you may wish to put your concerns or complaints in writing and give it to the Director.
- Please do not speak to an Educator about major concerns or complaints without prior notification.
- We will ensure that we:
  - Listen to your concern
  - Record what you say
  - Identify actions to resolve what you say
  - Get back to you to see how things are going
- Please allow a reasonable timeframe for your concerns or complaints to be addressed.
STAGE TWO:

• If you are not satisfied that your concerns or complaints have been resolved by the Kindergarten Director, you may wish to contact the Regional Office

STAGE THREE:

• You can also choose to contact the Parent Complaint Unit for advice in dealing with your concerns or complaints.
• You can contact the Parent Complaint Unit at any time or when you feel that your concerns or complaints have not been resolved by either the Kindergarten or Regional Office

CONTACT INFORMATION:

• Kurralta Park Community Kindergarten: 8297 2340
• Regional Office: 8416 7333
• Parent Complaint Unit: 1300 677 435
• www.decd.sa.gov.au/parentcomplaint

• A ‘concern’ is an issue of interest (because of its importance and effect) which is raised informally in order to improve or change a situation.
• A ‘complaint’ is an expression of grievance or resentment where the parent is seeking redress or justice.

POLICY REVIEWED BY GOVERNING COUNCIL IN AUGUST 2012
NEXT REVIEW IN AUGUST 2013

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