



# Kurralta Park Community Kindergarten

## **GRIEVANCE POLICY AND PROCEDURE**

### **Aim**

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.

### **Legislative Requirements**

National Quality Framework 2025 – National law and Regulations Act 2011

Australian Workplace Safety Standards Act 2005

Work Health and Safety Regulations 2012

### **Who is affected by this policy?**

Educators

Families

Children

### **POLICY STATEMENT:**

- 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 with the Director.
- 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 and their children are supported and respected by educators always.

### **Process**

The Department for Education indicates that a child's Kindergarten should be the first point of contact for parents and then the Parent Complaint Unit if the concerns or complaints cannot be resolved at a local level.

The process has two 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 concern or complaint 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 and investigate your concern
  - Record what you say
  - Identify any actions and clarifications required in support of a resolution.
  - Provide feedback concerning a direction forward.
- Please allow a reasonable time frame for your concerns to be addressed and for strategies to be implemented to support change, if required.

### **Stage two:**

- You can choose to contact the Parent Complaint Unit for advice in dealing with your concerns or complaints that have not been resolved to your satisfaction by the kindergarten.

### **Contact Information:**

- Kurralta Park Community Kindergarten: 8297 2340
- Parent Complaint Unit: 1800 677 435
- [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)

### **Glossary of terms:**

- A 'concern' is an issue of interest (because of its importance and effect) which is raised  
Informally to improve or change a situation.
- A 'complaint' is an expression of grievance or resentment where the parent is seeking  
redress or justice.

### **Sources**

National Quality Framework 2025 - National Law and Regulations

Work Health and Safety Regulations 2012

DECD. Health Support Planning in Education and Children's Services 2021

POLICY REVIEWED BY STAFF TEAM MARCH 2025 & GOVERNING COUNCIL APRIL 2025

**NEXT REVIEW: March 2026**