

Dernancourt Kindergarten

Dealing with Complaints Policy

Rationale:

It is important that parents have a legitimate process through which they may discuss issues or report concerns and complaints, and are able to resolve them effectively and agreeably for all concerned. Working together will give us the best chance of solving a problem that may arise during your child's time at Dernancourt Kindergarten.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve the child's experience and learning, and also improve processes where possible.

Procedures:

Step One – Raise the Concern

- The first step in working through a complaint is to talk to the child's teacher or Director. This should occur in an appropriate manner and at an appropriate time. If you need to arrange a time to speak please ask the Director or teacher to arrange a time.
- If you are not satisfied after speaking to your child's teacher or you feel you can't raise it with them, then please discuss the complaint with the Director. If the complaint is regarding the Director, then you may like to contact the Centre's Governing Council.

Step Two – Contact the Regional Office

- If you are still not satisfied that your complaint has been addressed at the centre, you can contact the Regional Office (DfE Eastern Adelaide Regional Office Phone 8366 8800). The Regional Office will review the complaint - this may involve meeting with those involved and reviewing the documentation.

Step Three – Parent Complaint Unit

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DfE Parent Complaint Unit.

The Parent Complaint Unit has a dual function:

- To provide advice and support to parents about their concern or complaint
- To objectively review complaints that have not been resolved at the Children's Centre or regional level.

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

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

For a copy of our *Parent Guide to Raising a Concern or Complaint* brochure and to understand steps outlining how complaints should be made go to www.decd.sa.gov.au/parentcomplaint.

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

Alternatively the contact number for the Education Standards Board is (08) 8226 0077 or 1800 882 413.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

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

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.