



Lobethal Kindergarten
Policy 15 Parent Complaint policy

Policy Number **15**

Issue Number **3**

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's time in our 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 reflect on and learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

About complaints or concerns

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

A complaint may be made by a parent 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 a 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.

The first step in working through a complaint is to talk to the staff member involved, then to the Director if you are still not happy. In the event that you are still not satisfied, you can contact the Regional Office (Department for Education Para Hills Office).

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the Department for Education parent complaint unit

www.decd.sa.gov.au/parentcomplaint or email decd.parentcomplaint@sa.gov.au.

There is also a Freecall number 1800 677 435.

Please read the Parent Guide to Raising a Concern or complaint brochure. Steps guiding how complaints should be made are explained in the brochure. Use this

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

You are also able to contact the Department for Education Complaint unit at any time to talk through your concerns. Please remember, we want to learn from mistakes or misunderstandings so that we can improve your child's experience and learning.

Site Procedures for Dealing with Parent Complaints

Please read in conjunction with *Parent Guide to Raising a Concern or Complaint* leaflet (copies kept in enrolment pack folder and on notice board).

All aspects of the concern/complaint must be clearly documented. This procedure begins with the person who is the First point of contact and the attached pro-forma should be used.

All documentation should be kept with the child's enrolment information in the enrolment folder.

All concerns/complaints must be actioned within a reasonable time frame and the parent must be made aware of when they can expect a response. Ordinarily, contact should be made within 24 hours. This does not mean that the issue will necessarily be resolved within 24 hours, but that the parent has been informed of the next stage in the process.

Procedures for raising and dealing with complaints are made available in the kindergarten's policy booklet upon enrolment and published intermittently in the kindergarten newsletter. They will also be available on our website.

Policy review date 9/9/2020

Signatures:

Director :

Governing Council Chairperson:



**Record of Parent complaint
Lobethal Community Kindergarten**

Who is dealing with the complaint?	Date	Date	Date	Date	Date
First point of contact					
Type of documentation					
Forwarded to:					
Type of documentation					
Forwarded to:					
Type of documentation					