



Vale Park Preschool

Concerns and Complaints Procedure

Vale Park Preschool is committed to ensuring the delivery of high quality education and care to our children and families. The Preschool staff will work in partnership with families to resolve any concerns and complaints they may have about their child/preschool.

Purpose

The purpose of this document is to provide clear and transparent information to parents, the community and staff about how concerns and complaints will be managed and resolutions found.

This policy should be viewed with the Raising a complaint with DECD brochure and the Consumer Complaints Management and Resolution policy.

Guiding Principles

The following principles will be followed:

- The safety and educational wellbeing of children is the first priority.
- Children, parents, employees and volunteers have the right to be treated with respect and courtesy.
- Parents and children have the right to raise concerns and complaints about preschool experiences and be supported to do so.
- Wherever possible, complaints should be resolved locally.
- Information about how, where and to whom complaints can be made are accessible.
- Complaints will be considered in a confidential, timely and impartial manner and in accordance with due process and principles of natural justice.
- The rights and responsibilities of all parties will be considered and balanced in finding a mutually acceptable outcome to complaints.
- Complaints will be used to drive site improvements.

Information for Parents, Staff and Community

Information is provided to parents on induction, found in the Parent Policy folder on the parent sign in area and on the website.

Process

Step 1: Talk to the Preschool

If a concern or complaint relates to an issue concerning the preschool, parents/or the person making the complaint should talk to the Director as soon as possible. They should contact the Preschool and organise a mutually convenient time to meet or have a telephone conversation.

Step 2: Central resolution

If the concern or complaint remains unresolved after working together with the Preschool you may choose to seek support from our complaints resolution services.

Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

Step 3: Other ways to resolve your issue

If the concern or complaint remains unsolved, you may choose to seek independent advice and review by an external agency.

SA Ombudsman
Toll free: 1800 182 150
Email: ombudsman@ombudsman.sa.gov.au

Concerns and Complaints Procedure cont.

This policy will be shared with all new staff and families, and is available on the website and in the preschool policies folder.

This policy has been developed in consultation with the Governing Council, staff and families of the centre.

This policy will be reviewed and evaluated regularly and modified as required to ensure continued relevance for the centre.

The Governing Council endorsed this policy on:

1st August, 2017

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Chair

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Director