

Parent Concerns and Complaints Procedure



At Loxton Preschool Centre we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool is essential in helping children achieve their potential.

Our preschool is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

GUIDING PRINCIPLES

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

1. All persons in the Loxton Preschool Centre community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool's values.
2. Parents have the right to raise concerns and make enquiries or complaints about any aspect of preschool life.
3. Information about how, where and to whom complaints can be made should be visible and accessible through preschool procedures.
4. Complaints will be acknowledged and addressed promptly within specified timelines.
5. Individual complaints will be assessed objectively and without bias using principles of natural justice.
6. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
7. The confidentiality of all parties will be maintained wherever possible.

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through **the steps** you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education or early childhood service has:

- done something wrong
- failed to do something they 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.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

Steps to take if you have a complaint.....

Step 1: Talk to us at the preschool first

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible.

We try to resolve concerns or complaints at the local level wherever possible. The care worker, teacher or staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about the staff member, then you may wish to contact the site leader, the Preschool Director.

The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue. Most complaints are resolved quickly, often within days. The local site leader will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

Step 2: Central resolution

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from the DECD complaints resolution services:

Complaints about education and early childhood services

Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

They can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review.

Step 3: Other ways to resolve your issue

If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

External agency contact point:

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman.sa.gov.au

Find out more

www.sa.gov.au/topics/education-andlearning/general-information/feedbackand-complaints/schools-and-preschools



Government of South Australia
Department for Education and
Child Development