



Lucy Morice Kindergarten

...Learning Together in Friendship

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**Government
of South Australia**
Department for Education
and Child Development

Dealing with Complaints Policy

Policy Statement

The purpose of this policy is to provide clear and transparent information to parents, the community and staff on how concerns and complaints will be managed and resolutions found. It is also the intent of this policy to ensure that parents have access to support and advice when attempting to resolve a concern or complaint.

At Lucy Morice Kindergarten we believe that parents are partners in the education of children. Regular two-way communication between parents and the kindergarten is essential in helping children achieve their potential. We value and continuously develop reciprocal, respectful relationships with parents. Strong systems of communication are developed and grown in order for everyone's voice to be heard.

Confidentiality

Confidentiality should be adhered to throughout the complaint resolution process. This means that the complaint should only be discussed with those people directly involved in the complaint resolution process.

Rights and Responsibilities

When raising a concern or complaint everyone has the right to:

- be treated with respect, courtesy and consideration
- raise concerns, make enquiries or complaints about any aspect of kindergarten life
- have complaints dealt with in a confidential and timely manner
- have access to appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be considered in an attempt to find a mutually acceptable outcome to complaints
- have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint
- provide complete and factual information about the concern or complaint

Complaint resolutions stages

Stage 1 - Raise the concern

The Kindergarten should always be the first point of contact. The parent needs to find an appropriate time to talk to the centre Director to discuss the concern. If the complaint involves the Director then the local Education Director of DECD should be contacted. The Director will work with the parent to resolve the issue. The parent may choose to put their complaint in writing to the Director who will then acknowledge receipt of the complaint in writing as soon as possible.

The Director will consider the most effective way of resolving the concern or complaint based on:

- Information provided
- The preschools parent complaint procedure
- The DECD parent concerns and complaint policy and procedure
- Consideration of any legislative and policy implications
- Advice from the Regional Office or DECD central office

The preschool will aim to resolve the concern or complaint ideally within 15 working days.

Stage 2 - Contact the Educational Director's Office

If the parent is not satisfied that their complaint has been resolved by the preschool or if the Director is the subject of the complaint they may choose to contact the Education Director for help. The Educational Director or delegate will review the complaint-this may involve meeting with those involved and reviewing the documentation. The parent may also be offered mediation.

The Educational Director will aim to resolve the complaint within 20 working days

Phone Number: 8366 8864

Stage 3 - 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 preschool or regional level

A parent may contact the unit's hotline at any time to discuss their concern or complaint or to seek advice.

For further information please see

www.decd.sa.gov.au

Policies A-Z topics, key word "complaints",

Parent Complaint Policy and

Responding to Concerns and Complaints from Parents and Caregivers Resource

Parent Complaint Unit 1800 677435

Policy Created:

Review Date: March 2021

Revision Dates: March 2018, March 2017, March 2016

Director: Ros Wright / Lisa Ringwood

Authorised on behalf of Governing Council: Jo Menadue