**Complaints Policy**

**Policy Statement**

Parents/guardians are asked to follow the Complaints Policy when addressing concerns about their child's education and care at the centre. Complaints will be dealt with confidentially, in a timely and respectful manner.

**Rationale**

The concerns of parents/caregivers are important as quality education and care is based on a partnership between families and centre staff.

**Strategies, Practices and Procedures**

**Grievance Procedure:**

1. **Site Level**

   Complaints regarding general matters should be addressed to the Director. Complaints regarding particular staff member practices or conduct should be discussed with the staff member concerned at a mutually convenient time. If parents/caregivers do not feel comfortable discussing their concern directly with the staff member concerned, they may organize a meeting with the Director or Assistant Director.

   Complaints should not be discussed in front of children.

   Parents/guardians may be supported by a friend, family member or a representative of a support organization when meeting with centre staff. Parents/caregivers also have the option of asking a Governing Council representative to take the issue to Governing Council for discussion.

   A reasonable timeframe for the issue to be resolved should be allowed after the complaint is first raised. The centre will attempt to resolve the matter within 15 working days.

   All information regarding the issue and procedures followed will be documented and filed securely.

2. **Regional Level**

   If the issue cannot be resolved at the site level, parent/guardian can then contact the DECD Regional Office for help. The Regional Office will review the complaint and aim to resolve the matter within 20 working days.

   **Contact details for the Port Pirie Regional Office:**
   - 59 Mary Elie St Port Pirie SA 5540
   - 86320600

3. **State Level**

   If you are not happy with the outcome of the Regional Office review, you may contact the Parent Complaint Unit of the Department of Education and Child Development for advice and / or an impartial review of your complaint within 35 working days.

   **Contact Details for the Parent Complaint Unit:**
   - 1800677435
   - [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au)

   NB: The Parent Complaint Unit can be contacted for advice at any stage of the Complaints Procedure.

**Policy Created/Reviewed Date** March 2013

**Review Due Date** March 2014

**Approval Signatures**

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Governing Council President     Director
Education / care concerns can also be taken to the SA Ombudsman. Further information is available at [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au).