Complaints Policy – policy No. 4.13

Link to National Quality Standard
6.1 Respectful, supportive relationships with families are developed and maintained.
6.1.1 There is an effective enrolment and orientation process for families.
6.1.2 Families have opportunities to be involved in the service and contribute to service decisions.
6.1.3 Current information about the service is available to families.
7.3 Administrative systems enable the effective management of a quality service.
7.3.4 Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

Policy Statement
Parents/guardians are encouraged to follow the Grievance Procedure to resolve any concerns they have and should feel comfortable in doing so. Any issues will be dealt with confidentially and should be resolved as quickly and effectively as possible.

Rationale
The views, suggestions and concerns of parents/guardians are important to the Centre as teaching and learning works best when there is a partnership between parents/guardians and the centre.

Strategies, Practices and Procedures

Grievance Procedure:

1. Site Level
Parent/guardians should identify their concern or issue and speak to their child’s carer/teacher or person with whom they have an issue to arrange a mutually appropriate/convenient time to meet with this person. A time when the staff member is not responsible for children is the most convenient and will be arranged by the Centre if necessary.

Grievances 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. If the issue is not resolved parents/guardians may meet with the Director or ask 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 meeting. The preschool will attempt to resolve the matter within 15 working days.

All information regarding the issue and procedures followed will be documented and kept securely at the centre.

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

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

1. Identify conflict or concern.
2. Approach staff member involved. (do not discuss concern in front of children)
3. Arrange time for a meeting to discuss issue. (Take a support person if desired.)
4. Address concern and resolve issue.

   - RESOLVED
   - NOT RESOLVED

5. Take issue to Director or Governing Councillor.

   - RESOLVED
   - NOT RESOLVED

6. Contact Port Pirie Regional Office: 86320600

   - RESOLVED
   - NOT RESOLVED

7. Contact Parent Complaint Unit 1800 677 435

   - RESOLVED
   - NOT RESOLVED

Education / care concerns can also be taken to the SA Ombudsman. Further information is available at www.ombudsman.sa.gov.au.