

Caregiver Concerns & Complaints Procedure



Rationale

At Elizabeth Vale Preschool we believe that parents are the child's first teachers and therefore are partners with us in their child's learning and developmental journey. To help all children reach their true potential we strive for two-way communication between parents/carers and the centre educators. Providing quality programs that allow each child to reach their maximum potential is at the core of everything we do.

We are committed to ensuring that anyone with parental responsibilities can raise a concern or make a complaint about anything that may impact their child whilst engaged in this service. They can be confident that it will be heard and responded to in an appropriate and timely manner.

This Concerns and Complaints policy outlines the processes and anticipated outcomes when a concern or complaint is raised in regards to any service delivered at Elizabeth Vale Preschool.

1. TITLE

Family Concerns and Complaints Procedure

2. PURPOSE

Safety of children is always the first priority.

Our procedures are underpinned by the following principles:

- All persons in the Elizabeth Vale Preschool community including children, families, staff and volunteers have the right to be treated with respect and courtesy in accordance with the centre's values which are based on the Code of Ethics doc.
- Families have the right to raise concerns and make enquiries or complaints about any aspect of the preschool.
- Information about how, where and to whom complaints can be made should be visible and accessible.
- Individual complaints will be assessed objectively and without bias using principles of social justice.
- The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome for all complaints.
- The confidentiality of all parties will be maintained wherever possible.

This policy statement provides information about avenues of communication which strengthens the partnerships between families and the preschool and leads to quality for all. It acknowledges and supports the importance of a relationship between home and the centre. However, there may be times when you may have concerns.

These concerns may relate to:

- The Preschool Curriculum program.
- Your child's development
- Support to assist the development of appropriate behaviours
- Centre policies
- Reporting on children's progress
- Another child/ren
- Other issues

3. SCOPE

This policy applies to all programmes and services within Elizabeth Vale Preschool on behalf of the centre at alternative sites.

4. POLICY DETAILS

4.1 PROCESSES FOR RAISING A COMPLAINT

Step 1. Talk to us

You should talk to an educator as soon as possible if your concern or complaint relates to an issue concerning your child's development, education or experiences. You may prefer to organise a mutually convenient time to meet the educator rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct concern:

- Listen to the concern
- Formally record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done to resolve the issue
- Communicate regularly with you about the concern
- Staff will inform the Principal of the concern and the response.

If your concern has not been resolved following discussions with the staff member, you should contact the Principal of the School.

The Principal will:

- Acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- Listen to you
- Provide support to you if necessary while the complaint is being considered
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Consider relevant legislation, DECD policy and guidelines and centre procedures
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented to ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to DECD Educational Director.

Please note:

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact DECD- Northern Adelaide Regional Office on 83144000.

Step 2: Contact the DECD Regional Office

If the complaint is about the Principal of the school or you are not satisfied with the outcome you may contact the local DECD Northern Adelaide Regional Office on 83144000 at 26 Wilkinson Road Para Hills. The Regional Office will:

- Provide written acknowledgement of receipt of your complaint within 5 working days
- Clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Refer, where appropriate, any complaint that has not been raised at the centre level back to the Preschool
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented
- Ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our Preschool, regional personnel and the Educational Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit

Level 6/ 31 Flinders Street

ADELAIDE SA 5000

PH: 1800677435

Or by email to DECD decd.parentcomplaint@sa.gov.au

4.2 ASSOCIATED DOCUMENTS

[WWW.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint)

DECD-Parent Concerns and Complaints Policy (2012)

<http://www.decd.sa.gov.au/docs/documents/1/ParentConcernsandComplain.pdf>

National Quality Standard 7.3 (2011)

[http://acecqa.gov.au/storage/2-DE 03 National%20Quality%20Standard v8 Secn3.pdf](http://acecqa.gov.au/storage/2-DE%2003%20National%20Quality%20Standard%20v8%20Secn3.pdf)

5. MONITORING, EVALUATION AND REVIEW

Oversight: Julie Murphy Principal

Implementation: All Educators

Monitoring: Elizabeth Vale Preschool Educators

Policy Implementation –

Policy Ratified –

