



Cumberland Pre-School Kindergarten
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Government of South Australia
Department for Education and
Child Development

POLICY & PROCEDURE – PARENT COMPLAINTS

Background

At Cumberland Kindergarten we believe parents/caregivers 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. Occasionally conflicts may arise where grievance procedures are necessary for resolution. These may involve your own child at Preschool, Educators, other parents or the Director. Our Preschool is committed to ensuring that anyone with parental/caregiving 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. Everyone has a right to learn and work in a safe, supportive environment. This policy provides a process for Parents and Educators at the Centre to raise and resolve grievances that may arise.

Principles

This policy and procedure has been developed based on the following principles:

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

Scope

This policy and procedure applies to all staff, parents and site visitors
There are no exemptions

Context

DECD Consumer complaints management and resolution policy
DECD Managing complaints at the site
National Quality Standards and Regulations
National Quality Standard 7

Approval Date	Approved By	Review Date	Version #
	Governing Council	May 2019	1.0

PROCEDURE

The Department for Education and Child Development indicates that a child's Preschool should be the first point of contact for parents, followed by the Education Complaint Unit if the complaint cannot be resolved at the local level.

Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has three steps, with the Preschool being the first point of contact for parents and caregivers.

Step 1: Local resolution

In the first instance, you should raise your concern with the Educator concerned, or with the Director.
If you have a concern that will take more time, we ask that you make a time to discuss your issue with the Director.
Alternatively, you may wish to put your concern in writing, and give it to the Director. We will ensure that we:

- listen to your issue
- record what you say
- identify actions to resolve the problem
- get back to you to see how things are going

Step 2: Central resolution

If you are not satisfied that your concern has been resolved by the Preschool, you may seek support from our complaints resolutions services:
Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

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

Depending on the nature of the matter, the Office of the Ombudsman will usually ask if you have taken your complaint to the Preschool or to the DECD Education Complaint Unit before approaching the Ombudsman