

## Concerns or complaints Policy of Coomandook & Districts Kindergarten

### BROAD POLICY STATEMENT:

From time to time, families may have grievances or concerns with the Preschool that need to be resolved. As a simple discussion can usually clarify the situation, we encourage you to take the following steps if you have a concern or complaint.

### CONFIDENTIALITY

Confidentiality should be adhered to throughout the complaint resolution process. Confidentiality in the complaint resolution process means that a complaint should only be discussed with those people directly involved in the complaint or resolution process. Observing confidentiality helps to ensure the protection of the rights of everyone by limiting knowledge of the details of the complaint to those who will work together for a resolution. In addition, it helps to limit damage to any existing trust between the parties, thereby facilitating resolution. By preserving confidentiality, there will be greater chance of a positive resolution, as everyone will have greater confidence in each other when involved in the complaint resolution process. Everyone involved in a complaint however is entitled to advice and support. This may involve confiding in a partner or spouse, a close friend or the staff of the Education Complaint Unit and for staff it also includes a senior departmental officer.

### PROCEDURES:

1. The Preschool is your first point of call. Find an appropriate time to talk to the staff member or Director about your concern or complaint. You may wish to do this in person or via a letter, email or telephone call. The Preschool will aim to resolve your concern or complaint ideally within 15 working days.
2. If unsatisfied, or if the Director is the subject of your complaint, you may choose to contact the Coorong and Mallee Education Office on 85320700. The Education Office will aim to resolve your concern or complaint within 20 working days.
3. If still unresolved, contact the Parent Complaint Unit on 1800 677 435 to discuss your concern or complaint and/or to seek advice about solving school problems. You can expect that you will hear of a decision within 35 working days in most cases.

## INFORMATION

- For further information please refer to the DECD Parent concerns and complaints procedure at:  
<http://www.decd.sa.gov.au/docs/documents/1/ParentConcernsandComplain.pdf>
- A parental complaints brochure will be promoted to staff, families and visitors.

## POLICY

- The Concerns or Complaints policy will be made available to staff, families and visitors.
- The policy is monitored and reviewed biennially.

**The staff at Coomandook & Districts Kindergarten thank you  
in advance for your support of this policy.**