

Parent Complaint Policy

Parent guide to raising a concern or complaint.

It is important that as a parent/caregiver, you understand the process through which you can discuss issues or report concerns and complaints. Our aim is to resolve any issue effectively and agreeably for all concerned. Working together will give us the best chance of solving a problem should it arise.

It's important to learn from mistakes or misunderstandings so that we can improve the experience at il nido for both you and your child/ren

Step One – Raise the Concern (Please see the attached flow chart)

The first step in working through a complaint is to talk to the person concerned (child's primary caregiver, teacher or Director) Make a time to talk with them to discuss your concerns, either in person or over the phone. If you need to arrange a time to speak to your primary caregiver please contact the Director or Assistant Director to arrange a time. They will work with you and the primary carer to resolve the issue.

If you are not satisfied after speaking to your primary caregiver or you feel you can't raise it with the primary caregiver then please discuss the complaint with the Director. If the complaint is regarding the Director then you may like to contact the DECD Felixstow Office on 8366 8800 or the il nido Management Committee/Governing Council in writing.

Step Two – Central resolution

If you are not satisfied that your concerns or complaint has been resolved at the local level, you may choose to seek support from the Department for Early Childhood and Developments (DECD) complaints resolution services.

Complaints about education and early childhood services

Education Complaints Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

They can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review

Step Three – Other ways to resolve your issue

In the unlikely event that the matter has not been addressed to your satisfaction 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 to you.

External agency contact point:

SA Ombudsman

Toll Free: 1800 182 150

Phone: 8226 8699

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman.sa.edu.au

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the centre has, for example:

- done something wrong;
- failed to do something it should have done;
- acted unfairly or impolitely.

Your concern or complaint may be about:

- type, level or quality of services;
- behaviour and decisions of staff;
- policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

If you require further information regarding any of our policies, go to www.decd.sa.gov.au

In accordance with Quality Area 7 Leadership and Management

To support effective leadership and management of the service that contributes to quality environments for children's learning and development. Well-documented policies and procedures, well-maintained records, shared values, clear direction and reflective practices enable the service to function as a learning community. An ongoing cycle of planning and review, including engagement with families, creates a setting for continuous improvement.

7.3.4 Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

www.acecqa.gov.au

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Reviewed by: il nido Children's Centre