

## Kingston Kindergarten and Rural Care

### GRIEVANCE COMPLAINTS MANAGEMENT POLICY

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's time in our kindergarten and rural care.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve processes where possible.

#### 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 kindergarten 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:

- The type, level or quality of services
- The behaviour and decisions of staff
- A 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.

The first step in working through a complaint is to talk to the staff member involved, then to the Director if you are still not happy. Confidentiality should be observed at all times by both parties.

In the event that you are still not satisfied, you can contact the Regional Office (DECD South Coast and Vines Local Partnership on ph87245 300).

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Parent Complaint Unit [www.decd.sa.gov.au/parentcomplaint](http://www.decd.sa.gov.au/parentcomplaint) or email [DECD.parentcomplaint@sa.gov.au](mailto:DECD.parentcomplaint@sa.gov.au). There is also a Freecall number 1800 677 435.

Please read the attached Parent Guide to Raising a Concern or Complaint brochure. Steps guiding how complaints should be made are explained in the

brochure. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

You are also able to contact the DECD Complaint Unit at any time to talk through your concerns.

Please remember, we want to learn from mistakes or misunderstandings so that we can improve your child's experience and learning.

### **Policy Review**

- The service will review the Grievances and Complaints policy and Procedures every 12 months.
- Families are encouraged to collaborate with the service to review the policy and procedures
- Staff members are essential stakeholders in the policy review process and will be encouraged to be actively involved.

### **Sources**

Guide to raising parent complaint  
Education Complaint Policy  
Parent concerns and complaints procedure

### **National Quality Area 7.3**

**Policy created: 11-11-08**

**Policy review & rewritten: 1-4-12**

**Approved by Governing Council: 9-2-09, 2-8-10, 8/8/11,/ April 2012,  
April 2013 March 2015**