

Concerns and Complaints Procedure

Renown Park Children's Centre is committed to ensuring the delivery of high quality education and care to our children and families. The Children's Centre staff will work in partnership with families to resolve any concerns and complaints they may have about their child.

Purpose

The purpose of this document is to provide clear and transparent information to parents, the community and staff about how concerns and complaints will be managed and resolutions found.

This policy should be viewed with the Raising a complaint with DECD brochure and the Consumer Complaints Management and Resolution policy.

Guiding Principles

The following principles will be followed:

- The safety and educational wellbeing of children is the first priority.
- Children, parents, employees and volunteers have the right to be treated with respect and courtesy.
- Parents and children have the right to raise concerns and complaints about the Centre's experiences and be supported to do so.
- Wherever possible, complaints should be resolved locally.
- Information about how, where and to whom complaints can be made are accessible.
- Complaints will be considered in a confidential, timely and impartial manner and in accordance with due process and principles of natural justice.
- The rights and responsibilities of all parties will be considered and balanced in finding a mutually acceptable outcome to complaints.
- Complaints will be used to drive site improvements.

Information for Parents, Staff and Community

Information is provided to parents on induction, found in the Parent Policy folder and on the parent sign in area and on the website.

Process

Step 1: Talk to the Children's Centre

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 and document what you have to say,
- identify actions to resolve the problem,
- get back and discuss with you how things are going.

Step 2: Central resolution

If you are not satisfied that the complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services.

Education Complaint Unit - Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Step 3: Other ways to resolve your issue

If the concern or complaint remains unresolved, you may choose to seek independent advice and review by an external agency.

SA Ombudsman – Phone: 8226 8699 / Toll free: 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au

www.ombudsman@ombudsman.sa.gov.au

This policy will be shared with all new staff and families, and is available on the website and in the Children's Centre policies folder.

This policy has been developed in consultation with the Governing Council, staff and families of the centre.

This policy will be reviewed and evaluated regularly and modified as required to ensure continued relevance for the Centre.

The Governing Council endorsed this policy on:

30th July 2018

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Chair

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Director

For further information, please go to <http://www.decd.sa.gov.au/parentcomplaint> or www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools

Contact numbers:

Renown Park Preschool: 8346 4306

DECD Regional Office: 8416 7333