

# Grievance Procedure

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## National Quality Standard Area 7 | Governance and Leadership

### PURPOSE

This procedure outlines our responsibility in relation to maintaining positive relationships between home and kindergarten, and between staff, and to make sure that issues are resolved to the satisfaction of all concerned in a respectful, transparent and responsive way. This procedure is compliant with the National Quality Standard and Regulations;

- Element 7.2.1: There is an effective self-assessment and quality improvement process in place.
- Element 7.1.2: Systems are in place to manage risk and enable the effective management and operation of a quality service.
- Regulation 168(2)(o): policies and procedures for dealing with complaints.

The intention of this procedure is to ensure Parents, volunteers and contractors attending our centre can appropriately and informally raise concerns in order to improve or change a situation. Anyone may appropriately raise a complaint. At Modbury Kindergarten we believe parents 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.

This procedure applies to all staff at this site.

### DETAILS

Before making a complaint, you should:

- Clearly identify issues and the resolution you are after.
- Provide complete and factual information.
- Cooperate with any requests for more information.
- Not include deliberately false or misleading information.
- Treat staff handling the complaint with courtesy and respect.

Types of concerns and complaints:

- You may choose to make a complaint if you believe that the school, preschool or corporate office has:
  - Done something incorrect
  - Failed to do something they should have done
  - Acted unfairly or impolitely.

Your complaint or feedback may be about:

- The type, level or quality of service
- The behavior and decisions of staff
- A policy, procedure or practice.

Making a complaint:

#### Step 1 – Talk to us

Talk to the school, preschool, area or the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible.

- If you're still not satisfied that your complaint has been addressed, you can contact that person's line manager. This might be a Principal or Preschool Director in a school setting or a Manager or Director in a corporate office. Ask to make a time to contact them to discuss your concerns. You may want to put your concerns in an email.
- Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

## Step 2 - Contact our local Departmental Regional Office

If the complaint is about the Director of the Preschool or you are not satisfied with the outcome you may contact our local the Department's Felixstow Office.

Felixstow Office, Felixstow, (08) 83668787

The Department's Felixstow Office will:

- provide written acknowledgement of receipt of your complaint within five working days
- clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- refer, where appropriate, any complaint that has not been raised at the preschool level back to the preschool
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing

## Step 3 - Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our Preschool, Regional Personnel and Regional Director, you should submit a written complaint to:

Manager, Parent Complaint Unit  
Level 6 / 31 Flinders Street  
ADELAIDE SA 5000  
Ph: 1800 677 435  
Email: [decd.parentcomplaint@sa.gov.au](mailto:decd.parentcomplaint@sa.gov.au)

You should include information about the complaint, including why it remains unresolved and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

The Parent Complaint Unit, on behalf of the Chief Executive, will:

- acknowledge receipt of the complaint
- assess and make a recommendation to the Head of Schools or the Head of Child Development that:
  - a review is not warranted and that you should be advised that no further action is considered necessary and that the complaint is now concluded; or
  - a review is necessary; or
  - the complaint should be referred to an external agency for investigation or review.

The Head of Schools or the Head of Child Development will review the advice and decide that the complaint (in full or in part):

- can be resolved (all parties agree on an appropriate response)
- should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
- remains unresolved and that an independent review by an external agency is required

**Please Note:**

Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly. Parents can call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

In some circumstances it may be appropriate that a concern or complaint is escalated directly to the Parent Complaint Unit. In these instances the parent will be advised of where the matter will be referred to and why. Parents can also contact the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSB) Ph: 1800 882 413 or the State Ombudsman: [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au) for information, advice, support and in circumstances where the complaint remains unresolved

**ACKNOWLEDGED BY**

Director, Melissa Timmings

Chair, Caitlin Herr

**Approvals**

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