



Naracoorte North Kindergarten

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GRIEVANCE POLICY - For Parents/ Care givers

All Parents and Caregivers are encouraged to be involved with in the Centre and communicate with the Staff regularly so that they are aware of Policies, Procedures and Planned Programs at all times.

- 👉 Parents are encouraged to talk to the Director as soon as an issue arises so that it can be dealt with immediately.
- 👉 The Director or a nominated Staff Member will deal with these concerns.
- 👉 If the issue cannot be resolved in the above manner, Parents may take up the matter as a Formal Grievance Procedure.

If you have a problem -> Raise the issue with the Centre (ph 87621581) and make a time to talk to the staff member involved

- If satisfied Great!
- If not Make a time to talk to the Director. Inform them of the issue and who is involved.

- If satisfied Great!
- If not Contact the Educational Director, Adam Box. Mt Gambier, 8724 5300, 0400 064943

- If satisfied Great!
- If not Contact the Department for Education and Child Development [DECD] Parent Complaint Unit (ph 1800677435) or email DECD.ParentComplaint@sa.gov.

The Parent Complaint Unit has a dual function: 1800677435

- To provide advice and support to parents about their concern or complaint
 - To objectively review complaints that have not been resolved at the school or regional level.
- A parent may contact the unit's hotline at any time to discuss their concern or complaint or to seek advice. Staff will follow up at a later stage to check progress.

Please Note:-

If you are unsure about any issue that your child has raised, please contact the Centre. By working together, we can usually resolve the issue.

Rights and responsibilities

When raising a concern or complaint with staff, parents can expect to:

- be treated with respect, courtesy and consideration.
- have the complaint dealt with in a confidential and timely manner.
- have access to appropriate and easily understandable information regarding the complaint resolution process.
- have the complaint considered impartially and in accordance with due process and principles of natural justice.
- be kept informed of the progress and outcome of their complaint.

CONFIDENTIALITY should be observed at all times by both parties.

This policy was endorsed by the Governing Council on

Chairperson

Director

Date



Government of South Australia
Department for Education and
Child Development