Somerton Park Kindergarten

PARENT CONCERNS AND COMPLAINTS

Occasionally issues or concerns may arise regarding the kindergarten and its policies or practices. These guidelines have been designed to create an atmosphere which will be conducive to the satisfactory resolution of these situations and enable a positive environment for all to be maintained.

The underlying principles of our procedure are:

• Everyone should be treated with respect.
• Meetings to discuss grievances will be suspended if any person behaves in an insulting or offensive manner.
• The confidentiality of all parties should be maintained.
• The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to all complaints.

Our educators value a positive working relationship with parents and caregivers. Often concerns arise out of a lack of accurate information. For instance an event (or part of one) related later on by a child could give cause for concern. This concern can be easily allayed by discussion with the Staff and hearing the “whole story”

Steps parents/carers should take if they have a concern.

1. Make a time to speak to the most relevant staff member privately and without interruption. Staff can be contacted during the day on 82961503 or you may like to make a time meet with the educator.
2. If after the discussion you do not believe that the issue has been resolved make an appointment to speak with the Director.
3. Results of this meeting may include the following:
   • The situation is followed up and resolved
   • Further discussions are needed with the people concerned
   • Outside support for the child, kindergarten, family may be sought
   • Your suggestion for a change to a centre policy may be taken to the Governing Council for broader debate.
4. If at any stage through this process there is value in organising a follow up meeting to share successes or ongoing concerns we urge you to do so. If the kindergarten does not receive any further information it will reasonably assume that the issue has been resolved.
5. If after steps 1 to 4 have been followed you are still dissatisfied, approach Mrs Michele Spencer, Assistant Regional Director at the Southern Regional office, Department of Education and Children’s Services on telephone 82073761
6. If after further investigation involving the Assistant Regional Director, Preschool staff and yourself you still feel the matter needs further examination please contact the Parent Complaint unit in writing to:

   Manager, Parent Complaint unit
   Level 6
   31 Flinders st
   Adelaide  SA 5000
   Ph 82261000 There is also a free call number 1800677435
   Email : DECD.parentcomplaint@sa.gov.au

7. The expectation of the District office and DECD will be that the above steps have been followed.