



Policy No: CE-POL-035/2/2016

Parent Complaint Policy

1 Purpose:

To ensure that parent complaints are handled in a fair, efficient and effective manner.

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have a complaint or would like to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our service. All complaints will be taken seriously.

2 Scope:

Approved Provider (*Note that at our Centre we have 2 Approved Providers- Department for Education and The Management Committee*)
Nominated Supervisor
Responsible Person on Duty
Educators
Parents & Children
Students & Volunteers

3 Supporting Documents:

[Complaint Management in schools and preschools](#)
[DfE Complaint Management Policy](#)
[DfE Complaint Management Procedure](#)
[Early Childhood Australia Code of Ethics](#)
[Privacy & Confidentiality Policy](#)

4 Policy Details:

A parent can raise a concern or complaint if they think that the Centre or a staff member has:

- done something incorrect
- failed to do something they should do
- acted unfairly or impolitely.

Custodian: Management Committee

Custodian Contact:
dl.5363.administration@schools.sa.edu.au

Version No: 2

Approved By:

Alison Cooksley

chairperson

On behalf of the Management Committee.

Approval Date: 19/5/21

Next Review Date: 19/5/24

Supersedes: Version No 1

Your complaint or feedback may be about:

- the type, level or quality of service
- the behaviour and decisions of staff
- a policy, procedure or practice.

The Director and other staff will work alongside you to agree on a plan of action and a timeframe for resolving your issues or concerns.

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.

5 Procedures: How can I make a complaint?

To raise an issue, make a complaint, or give feedback follow these steps:

1. Identify the issue

It helps to be clear about what the problem or issue is, and what you would like done about it. Write down key points to refer to when you report the problem.

Written or verbal complaints should focus on the facts or details of what happened - avoid personal insults, inflammatory statements and threatening or intimidating comments.

2. Find a person to speak to

If an interpreter is required, please let us know prior to any meeting.

Start by talking to your child's educator. Explain the issue and give the staff member time to follow up.

It's best to only discuss your complaint with people directly involved in the complaint or resolution process. This will help limit damage that caused by rumours.

If the matter is not resolved, or if your complaint is about an educator, you may want to meet with or write to the Director. They will work with you and the staff member to resolve the issue.

The Centre will aim to resolve your concern or complaint as soon as possible - ideally within 15 working days.

3. Organise a time to meet

A friend or representative from a support organisation can attend any meeting with you. This person is not there to speak for you or to answer questions on your behalf. It is important that it is your opinions and feelings that are voiced and heard by all parties.

Note: Printed copies of this policy are not controlled

4. If the matter is not resolved

For matters related to child care: Email the Education Standards Board educationstandardsboard@sa.gov.au or phone [1800 882 413](tel:1800882413) (toll free).

You can check the complaints section of the [Education Standards Board](#) website to learn about the types of complaints the Board can handle.

For matters related to Preschool:

contact the Customer Feedback Unit (CFU) within the Department for Education A complaint or feedback can be lodged to CFU by using the [online submit a complaint form](#) or by phone (free call) 1800 677 435.

The role of CFU is to give advice and support about the issues behind a complaint and to confirm if departmental policy and procedure has been followed. The CFU role is to liaise with schools and preschools to help all parties to explore appropriate options for resolution.

Will I be treated fairly?

You will not be discriminated against if you make a complaint. All staff are bound by the [Code of Ethics for South Australian Public Sector](#) which requires staff to act impartially, fairly and equitably.

You can ask for your identity to be confidential when making a complaint. However, keep in mind:

- this may limit options for investigating and negotiating a resolution
- while every effort will be made to comply with your request, freedom of information requirements may result in your identity becoming known.

You can make an anonymous complaint. However:

- the extent to which it can be investigated is limited as staff cannot liaise with you about the complaint
- anonymous complaints raise issues in relation to natural justice - those who have allegations made about them have a right to know the particulars of the allegation.

6 Related Legislation and Regulations

Children and Young People (Safety) Act 2017

Education and Early Childhood Services Regulations 2011

Reg 168(2)(o) *requires services to have a policy for dealing with complaints*

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Reg 173(2)(b) *Approved Provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the Centre.*

7 Definitions of Terms:

DfE-Department for Education

CFU- Customer Feedback Unit

Complaint- A complaint is an expression of dissatisfaction made to or about an agency, relating to its products, services, employees or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Ombudsman of South Australia (OSA)- An independent agency that investigates complaints made about government agencies.

8 References:

<https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints> (accessed online 24/3/21)

9 Reviewing Strategy and History:

Review should be conducted every 3 years to ensure compliance with this procedure

Version No.	Reviewed By	Approved By	Approval Date	Review Notes
1	Management Committee	Josephine Salisbury Chairperson	15/6/16	New Policy
2	Educators Management Committee Parents	Alison Cooksley Chairperson	19/5/21	Major content changes to Purpose & Procedure Updated regulations & legislation Updated Definitions Updated references Review period changed to 3 years

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