



Policy No: CE-POL-035/003/2016

Parent Complaint Policy-child care

1 Purpose:

This policy aims to:

- ensure that parent complaints, feedback and suggestions are managed fairly, effectively, confidentially and objectively
- ensure an open, accessible and transparent system in place
- inform and identify where service improvements can be made.

(for complaints related directly to Preschool, please refer to the [DfE Complaint Management Policy](#))

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:

[DfE Complaint Management Policy](#)

[DfE Complaint Management Procedure](#)

[DfE Raising a complaint with Department brochure](#)

[Early Childhood Australia Code of Ethics](#)

[Privacy & Confidentiality Policy](#)

Custodian: Management
Committee

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

Version No: 3

Approved By:

Burcu Subasi
Chairperson

On behalf of the Management
Committee.

Approval Date: 27/3/25

Next Review Date: 27/3/28

Supersedes:

Parent Complaint Policy Version 2

4 Policy Details:

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.

Note: Printed copies of this policy are not controlled

Our complaints policy is child focused and means our children, educators, management, families /carers, and the community can be confident that complaints and grievances are taken seriously and addressed effectively.

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

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

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 educators 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.

Principles that inform our policy

- Children's safety, health and wellbeing is our key priority. In line with regulatory requirements, we notify the regulatory authority of any complaints alleging the occurrence of a serious incident or contravention of the Education and Care Services National Law.
- Our families are integral to our service. We welcome their input into all aspects of our service's operation, including any complaints they may have.
- We welcome complaints as an opportunity to enhance the quality of our education and care practices. We reflect on each complaint received, identifying any issues or areas of improvement for our service. • Processes to respond to complaints and concerns are child focused.

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).

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

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

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 educator 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.

A representative from the Centre Management Committee may also be involved.

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.

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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 work within the Early Childhood Australia Code of Ethics 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 Care Services National Law Act 2010

Education and Early Childhood Services Regulations 2011

Section 172	Offence to fail to display prescribed information Section
Section 174	Offence to fail to notify certain information to Regulatory Authority
Reg 168(2)(o)	<i>requires services to have a policy for dealing with complaints</i>
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg172	Notification of change to policies or procedures
Reg 173(2)(b)	<i>Approved Provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the Centre</i>
Reg 176	Time to notify certain information to Regulatory Authority

7 Definitions of Terms:

Term	Meaning
CFU	Customer Feedback Unit within the Department for Education
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.
Complaints handling	Effective resolution of a problem before it becomes worse and providing a remedy.
DfE	Department for Education
Investigation	A formal and systematic inquiry to establish facts about a complaint by collecting, documenting, examining and evaluating evidence. An investigation is not an end. Throughout an investigation, the investigator should keep an open mind about the possible outcomes of the investigation, such as education, compliance action, or a decision not to pursue the matter.
Ombudsman of South Australia (OSA)	An independent agency that investigates complaints made about government agencies.
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not

8 References:

ACECQA Dealing with complaints policy guidelines September 2023

ACECQA Dealing with complaints procedure guidelines September 2023

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

Note: Printed copies of this policy are not controlled

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
3	Educators Management Committee Parents	Burcu Subasi Chairperson	27/3/25	Title changed to "Parent Complaint Policy-child care" Major content changes to Purpose & Policy Details section Updated regulations & legislation Updated Definitions Updated references & review history