



# Parent Feedback and Complaint Management Policy

The relationship between educators and families is fundamental to the quality of care and education that your child receives. Open communication in a respectful way ensures the best outcome for you, your child, and the preschool.

The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns.

The Department for Education and Child Development has given a directive that a child's own Preschool should be the first point of contact for parents, followed by the DECD Regional Office, and then the Parent Complaint Unit if it is found that the complaint cannot be resolved at the local level.

Please be informed that any issues raised with us will be reviewed to improve our service provision, to ensure we continue to develop and maintain a strong partnership with all of our families.

The process has three stages, with the preschool being the first point of contact for parents and caregivers.

## Stage 1

In the first instance, you should raise your concern with the Educator concerned, or with the Director. If you have a concern that will take more time, we ask that you make a time to discuss your issue with the Director. Alternatively, you may wish to put your concern in writing, and give it to the Director.

We will ensure that we

- listen to your issue
- record and document what you have to say
- identify actions to resolve the problem
- get back and discuss with you how things are going

#### Stage 2

If you are not satisfied that your concern has been adequately resolved by the preschool Director, we can explore other options, but you may wish to contact Regional Office on 86416877

#### Stage 3

You can also choose to contact the Parent Complaint Unit for advice in dealing with your concerns.

You can contact the PCU at any time or when you feel that either the Preschool or DECD Regional Office has not resolved your concern.

**Policy 2016**

**Policy Review Date 2017**