



Port Augusta West Childhood Services Centre
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PORT AUGUSTA WEST CHILDHOOD SERVICES CENTRE 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.

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

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 forward 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 complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

Complaints about education and early childhood services Education Complaint Unit

Phone: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au

Stage 3

If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. External agency contact point:

SA Ombudsman

Toll free: 1800 182 150

ombudsman@ombudsman.sa.gov.au www.ombudsman.sa.gov.au

Depending on the nature of the matter, the Office of the Ombudsman will usually ask if you have taken your complaint to the school or to the DECD Education Complaint Unit before approaching the Ombudsman.

Policy Developed September 2016 /Reviewed September 2018/Reviewed March 2020/ Reviewed July 2023

Governing Council Chairperson

Preschool Director

Date: _____

Date: _____