Morphett Vale East Kindergarten

PARENT CONCERNS AND COMPLAINTS PROCEDURE

At Morphett Vale East Kindergarten we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool is essential in helping children achieve their potential. Our preschool is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

GUIDING PRINCIPLES

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

1. All persons in the Morphett Vale East Kindergarten community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool’s values.
2. Parents have the right to raise concerns and make enquiries or complaints about any aspect of preschool life.
3. Information about how, where and to whom complaints can be made is accessible through preschool policy folder.
4. Complaints will be acknowledged and addressed promptly within specified timelines.
5. Individual complaints will be assessed objectively and without bias using principles of natural justice.
6. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
7. The confidentiality of all parties will be maintained wherever possible.

Step 1: Talk to us

Arrange to speak with the staff member involved or raise the concern with the preschool Director.

When the issue has been raised staff will:

- Listen to the complaint
- Record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done
- Get back to you to see how things are going

Step 2: Contact our local DECD Regional Office

If the complaint is about the director of the preschool or you are not satisfied with the outcome you may contact our local DECD Southern Adelaide Regional Office.

Southern Adelaide Regional Office
Noarlunga House
8207 3700

The Regional Office will:

- provide written acknowledgement of receipt of your complaint within five working days,
- clarify and record the nature of the complaint, including what expectations you have in relation to outcomes

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our preschool, regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Additional Information
These procedures apply to parent concerns and complaints in relation to Morphett Vale East Kindergarten. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Concerns and allegations of misconduct by staff, volunteers and service providers (criminal matters, child protection, corruption, etc)
- Employee disputes and grievances. (Employees should refer to HR17 Complaints resolution for employees 2000 for these types of complaints.)
- Complaints or appeals relating to student suspension and expulsion
- Duty of care or mandatory reporting responsibilities
- Occupational Health, Safety and Welfare related issues
- Health support planning.

For more information

This procedure was endorsed by the Governing Council on:

Date : 17/5/13

Chairperson : Nicole Williams

Director : Kerri Willmott

This procedure was reviewed:

Date : 19/6/15

Chairperson : Renee Henley

Director : Kerri Willmott