

Para Vista Preschool PARENT CONCERNS AND COMPLAINTS PROCEDURE

At Para Vista Preschool, we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the preschool are 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

This policy is based on the following principals:

- The safety and educational wellbeing of children and young people is our first priority
- Students, parents, staff and volunteers have the right to be treated with respect and courtesy
- Parents have the right to raise concerns and complaints about preschool life and be supported to do so.
- Wherever possible, complaints should be resolved at the preschool level.
- Complaints will be considered in a confidential, timely and impartial manner and in accordance with due process and principles of natural justice.
- The rights and responsibilities of all parties should be considered and balanced in finding a mutually acceptable outcome to complaints.
- Complaints are monitored and their management evaluated so as to inform and drive the preschool system and performance improvement.

Step 1: Talk to us

The preschool should always be the first point of contact. A parent/carer needs to find an appropriate time to talk to the teacher or other relevant staff member. They may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. If the concern is about a teacher, then the parent may prefer to talk to a member of the school leadership team.

Our staff will consider the most effective way of resolving the concern or complaint, based on:

- Information provided
- The sites parent complaint procedure
- The Department for Education's Parent concerns and complaints policy and procedure
- Consideration of any legislative and policy implications
- Advice from regional office or the Department for Education.

If the concern has not been resolved following discussions with the preschool staff member it is advised that a member of the Para Vista School Leadership Team is contacted.

Please note:

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Melissa Mills (Early Years Assistant Principal) on 82649588 for interpreter requests.

Step 2: Contact the Regional Office

If a parent is not satisfied that their complaint has been resolved by the preschool staff or school leadership team they may choose to contact the regional office for help. The regional office will review the complaint and may offer mediation. The regional office will aim to resolve the concern within 20 working days.

Para Hills Education Office
26-34 Wilkinson Road Para Hills SA 5096
† (08) 8314 4051

Step 3: Contact the Parent Complaint Unit

The Parent Complaint unit has a dual function:

- To provide advice and support parents about their concern or complaint
- To objectively review complaints that have not been resolved at the preschool or regional level.

Parents/Carers may contact the hotline at any time to discuss concerns or seek advice about solving preschool or school issues.

If the complaint has not been able to be resolved by the preschool the unit will be asked to assess the complaint. They will decide what action is needed. A senior leader will make final decisions about the complaint and will communicate the decision within 35 working days (in most cases). Ph: 1800 677 435

Please Note:

Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Confidentiality

Confidentiality will be adhered to throughout the complaint process. The complaint will only be discussed with those directly involved.

Other options

The complaint may require an independent review by an external agency. This will be determined by the circumstances of the complaint. External agencies such as the South Australian Ombudsman may also be contacted.

Additional Information

These procedures apply to parent concerns and complaints in relation to Para Vista Preschool. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Complaints that fit in with the scope of the Education and Early Childhood Services Registration and Standards Board
- Mandatory reporting responsibilities
- Some health, safety and welfare related issues

For more information: www.decd.sa.gov.au/parentcomplaint