

Para Vista Preschool

Concerns and Complaints Procedure

This procedure should not be read in isolation. It compliments the Department for Education Complaints Management Policy.

Rationale

At Para Vista Preschool we consider parents / caregivers as partners in the education of their children. Parents / caregivers are the child's first educators and the information you bring to preschool about your child will help us to develop a learning program that suits each individual child. Providing quality programs that allow children to learn and reach their maximum potential is at the core of everything we do. However, we recognise sometimes things go wrong and you may feel that your expectations have not been met. If you should have an unresolved concern or complaint please raise it with us. It's important to work together, talk, listen and find solutions in a courteous and respectful manner so we can improve our services. Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has 3 steps with the Preschool being the first point of contact for parents and caregivers.

Steps for Raising your Complaint

Step 1 – Contact the School or Preschool

Talk to the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. This can be via a face-to-face meeting or a telephone conversation.

If you're still not satisfied that your complaint has been addressed, you can contact the person's line manager. At Para Vista Preschool this is the Para Vista School leadership. You can contact leadership via phone, email or arranging a face-to-face meeting.

Anita Becker, Principal

Ph: (08) 8262 9588

Email: dl.1048.info@schools.sa.edu.au

You may invite a support person to assist in the meeting. Interpreters and Aboriginal Education Coordinators are available by request.

Step 2 – Raise the Issue with the Customer Feedback Team

If you're not satisfied that your complaint has been addressed at the local level, you can get help from the Customer Feedback Unit (CFU).

Customer Feedback Unit

Submit the online feedback and complaints form (<https://schools-sa.foce.com/CFU/s>)

Free call: 1800 677 435

The CFU can help you in relation to preschool and school complaints by:

- Giving you information about why a decision might have been made
- Work with the school or preschool to explore options and solutions
- Review and address complaints that have not yet been resolved
- Confirm if due process was followed

The CFU can support you in relation to corporate office complaints by:

- Connect you to the correct person or area to address your complaint
- If unable to resolve the complaint, give you review options

Steps 3 – Lodge a Complaint with the SA Ombudsman

If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA. The circumstances of your complaint will determine if they can help.

Ombudsman SA (OSA)

Free call: 1800 182 150

Email: ombudsman@ombudsman.sa.gov.au

Web: (<https://www.ombudsman.sa.gov.au/>)

Visit what can I complain about (<https://www.ombudsman.sa.gov.au/make-a-complaint/what-can-i-complain-about>) to find out what types of complaints they can help with.

The following image will guide you through the process to raise a concern or complaint.



Confidentiality

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

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: <https://www.education.sa.gov.au/department/feedback-and-complaints/help-make-complaint>

References

Complaint Management Policy

[Complaint management policy \(education.sa.gov.au\)](#)

National Quality Standard 7 (7.1.2)

[Quality Area 7 – Governance and Leadership | ACECQA](#)

School or Preschool Complaints Department for Education SA

[Raising a complaint with the Department for Education \(education.sa.gov.au\)](#)

<https://www.education.sa.gov.au/department/feedback-and-complaints/help-make-complaint>