



ST MARGARET'S KINDERGARTEN

PARENT CONCERNS AND COMPLAINTS PROCEDURE

At St Margaret's 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

1. Safety of children is always the first priority. Our procedures are underpinned by the following principles:
2. All persons in the St Margaret's community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the preschool's values.
3. Parents have the right to raise concerns and make enquiries or complaints about any aspect of preschool life.
4. Information about how, where and to whom complaints can be made should be visible and accessible through preschool procedures.
5. Complaints will be acknowledged and addressed promptly within specified timelines.
6. Individual complaints will be assessed objectively and without bias using principles of natural justice.
7. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
8. The confidentiality of all parties will be maintained wherever possible.

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible.

You may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct complaint:

- Listen to the complaint
- Identify actions to resolve the concern
- Let you know what will or has been done
- If appropriate, refer the matter to the preschool director

If your concern has not been resolved following discussions with the staff member, you should contact the preschool director.

The preschool director will:

- acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- listen to you
- provide support to you if necessary while the complaint is being considered
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Management Committee.

Step 2: Bring matter to Management Committee

If the complaint is about the Director of the preschool or you are not satisfied with the outcome you may contact the President of the Management Committee

The Management Committee 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
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- refer, where appropriate, any complaint that has not been raised at the preschool level back to the preschool
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

National Quality Standard 7.3

Regulation 168 (2)(o)

Related Key Regulation 173 (2) (b), 176 (2)(b)