

The Pines School Based Preschool Grievance Procedures Policy

The well-being of children, staff and parents is paramount to our Preschool community.

For this reason we strongly encourage and value your involvement in our Preschool life, so that together we can work as valuable partners to provide the best learning outcomes for all our children.

At The Pines School Based Preschool we provide open communication, therefore we hope that you feel that you are able to approach us about any area of concern.

Occasionally issues or concerns may arise regarding the Preschool, its policies and practices or situations that may arise between stakeholders, your child's learning or playground issues. In the event of a grievance/concern the following guidelines may be used in the first instance.

Parent(s)/Caregivers with a grievance or concern should

1. Arrange a time (make an appointment) to speak to the relevant teacher(s) about the problem.
2. Let the teacher know what you consider to be the issue. You may raise a concern or complaint verbally or in writing.
3. Allow a reasonable, mutually agreed time frame for the issue to be addressed.
4. If you feel that the grievance has not been addressed or resolved, arrange a time to speak to the Principal Cherie Collings, Deputy Principal Sam Konnis or School Counsellor on 8281 2199. Any of these people will take every reasonable step to resolve your concern or complaint in a timely manner.

The new DECD(Department of Education and Child Development) Parent Complaints Policy and associated procedure have been developed to provide parents and school leaders with a policy framework.

This is supported by detailed procedural information, for managing concerns and complaints made by parents or caregivers of children and young people attending DECD preschools and schools.

This policy and procedure can be found at http://www.decd.sa.gov.au/policy/pages/OSPP/policy_index you will find it under P

To further support the resolution of concerns and complaints, the department has also established a Parent Complaint Unit. This unit has a dual function-

- To provide advice and support to parents/caregivers regarding their concern or complaint
- To undertake objective and impartial reviews of complaints that have not been resolved at the local or regional level.

Parents/Caregivers may call DECD Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support. The unit may also be contacted by email at [DECD.ParentComplaint @sa.gov.au](mailto:DECD.ParentComplaint@sa.gov.au)

Parties involved in a complaint can expect that they will be supported by the department throughout the complaint management process. All parties involved in a complaint management process can bring a support person to any of the meetings held in relation to the complaint.

Ratified by the Governing Council -7th September 2012