



Government
of South Australia

Department for Education
and Child Development

The Pines Pre-School



Parent/Caregiver Grievance Procedures

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, 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. **In the first instance**, arrange a time (make an appointment) to speak to the relevant teacher(s) about the problem.
**Please Do Not enter offices about a major grievance to see staff without prior arrangement.*
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 a member of Leadership via appointment or phone on 8281 2199.
 - Principal - Cherie Collings
 - Assistant Principal – Sam Konnis
 - School Counsellor – Jacqui Simpson
 - Senior Leader - Toulia Girgolas
 - Senior Leader – Alicia Phillips

Any of these people will take every reasonable step to resolve your concern or complaint in a timely manner.

5. If you are still dissatisfied with the outcome, please arrange a time to discuss the issue with the Educational Director for our school, Ms Kerry Dollman on 8314 4000.

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

Parties involved in a complaint can expect that they will be supported by the departmental 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.

Updated March 2018

PARENT/CAREGIVER GRIEVANCE

At a mutually convenient time speak with the relevant staff member to discuss your concern.

RESOLVED

NOT RESOLVED

Approach the Principal/Assistant Principal, or the School Counsellor and arrange a mutually convenient time to discuss your concern.

You will be asked what discussions you have had with the teacher.

RESOLVED

NOT RESOLVED

CONTACT THE EDUCATIONAL DIRECTOR ON
8314 4000

You will be asked what discussions you have had with the Principal.

The Regional Office will contact the school to discuss the concerns.

Discussions between school and parent/caregiver regarding issue.
**If not resolved contact DECD Parent Complaint
Unit Hotline on 1800677435**