



Angaston Kindergarten

Grievance Policy for Families

Raising and resolving Complaints or Concerns

Rationale

Good relationships between home and preschool give our children a better chance of success. This policy provides information about avenues of communication, which strengthen the partnership between families and the preschool. It acknowledges the importance of the relationship between caregivers / parents and educators and provides steps to follow in the event of a concern.

Our values:

The Staff and Governing Council of Angaston Kindergarten aim to maintain an inclusive, safe, caring and inspiring learning environment for all children and their families by embedding the Kindergarten's core *Values* - into daily practice, decision-making and interactions with the Angaston Kindergarten community.

Concerns or Complaints:

A person can raise a concern or complaint if they think that the preschool or a preschool staff member has for example:

- o Done something wrong
- o Acted unfairly or impolitely
- o Failed to do something they should have

A concern or complaint may relate to:

- o The type, level or quality of service
- o Preschool policies, procedure or practice
- o Another child's behaviour
- o Another preschool related issue – such as behaviour or decisions of staff

Procedure for Raising Concerns or Complaints:

Step 1:

- o All concerns or complaints should be directly raised with centre through the Director or Staff Member.
- o Arrange a time to talk to the staff member or Director about your concern.
- o If possible let the staff member / Director know about the details of your concern prior to the arranged meeting.
- o Stay calm, respectful and honest in your approach.
- o Complaints should focus on the details and facts of your concern.

Step 2:

- o The preschool will look into your concern and aim to keep you informed and resolve the concern as soon as possible.
- o The kindergarten will aim to resolve your concern within 15 working days.
- o Communication will be verbal unless otherwise requested.



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Step 3:

- If you are unable to resolve your concern with a staff member let them know you are intending to raise your concern with the Director.
- Arrange a time to speak with the Director about your concern.
- The Director will look into your concern and aim to keep you informed and resolve the concern as soon as possible.

Step 4:

- If you are not satisfied that the complaint has been resolved (or the Director is the subject of the complaint) you may contact Regional Office (phone 8522 0900). The regional Office will review this and work with you to resolve the matter as soon as possible – within 20 working days.

Step 5:

- If you are not satisfied (or at any time you wish to seek advice) you can contact the **Parent Complaints Unit** on **1800 677 435**.
- This unit will
 - Assess your complaint
 - Decide what action is required
 - Let you know what has been done and when you can expect to hear about the outcome.

Roles and expectations:

Parents, Children and Staff can expect:

- To follow the Policy when lodging a complaint or concern.
- To be listened to
- To have opportunities to put their own point of view and express opinions and concerns.
- To be treated fairly, respectfully and equitably.
- To be kept informed
- To be informed of options, advice and support available when raising a complaint or concern.
- Not to be discriminated against.

Endorsed by Staff and Governing Council:

Governing Council Chair: 

Date: 17/8/22

Director: 

Date: 17.8.2022