

BALHARRY MEMORIAL KINDERGARTEN AND RURAL CARE

PARENT COMPLAINT POLICY

NQS link: 4.3 Educators, coordinators and staff are respectful and ethical; 6.1 Respectful supportive relationships with families are developed and maintained; 7.5 Grievances and complaints are managed effectively

PHILOSOPHY

We believe it is important for all people to feel they have the opportunity to be safe, secure and happy at this service.

Good relationships are important so that we can achieve our best in all areas.

There are occasions when people have concerns and issues and need further help and support.

The Complaint procedure is for families and staff to effect solutions to these issues and concerns.

In this process, it is expected that people will act in a fair and reasonable manner, with confidentiality and respect to others.

PROCEDURE

- Parents will be provided with a copy of this Policy and the 'DECD parent guide to raising a concern or complaint' at enrolment and as an issue arises if they do not have a copy.
- Parents are encouraged to alert the staff to any concerns as soon as possible so that they can be dealt with immediately.
- If the issue is not resolved with staff, the parent or staff member may choose to discuss the issue with the Director.
- Arrange a time with the staff member or Director to discuss the concern or complaint.
- If the issue is not resolved with the staff member or the Director the parent may take the matter up as a formal complaint with the Governing Council.
 - Formal complaints need to be in writing and include – facts, feelings and what the parent/staff would like to see happen. Formal complaints will initially be dealt with by the Director.
 - A meeting between parties will be arranged to discuss concerns and outline possible solutions.
 - If the matter remains unresolved, the issue can be considered by the Governing Council following a request by either the Director or Parent.
 - The parent should place their concerns in writing to the Chairperson or Secretary asking that the Governing Council address the issues.
 - All Governing Council members will be informed of the correspondence – this includes the Director.
 - Members of the Governing Council will discuss the concerns and will make a decision on the matter.
 - The Governing Council will treat any matters raised in confidence.
 - The parent shall be advised in writing of the Governing Council's decision.
 - The parent may request a meeting with an Executive member.
- In all situations of parent complaints, the Director/ Governing Council will attempt to address the complaint in a constructive manner in a reasonable time frame. 15 days for complaints directed to the Director and within a month if addressed to the Governing Council (Based on next meeting)
- The parent or staff member may wish to contact the local regional office of the Department of Education and Child Development on 87245300, if the matter remains unresolved or the complaint is with the Director.
- There is also a Parent Complaint Unit which can be contacted if all other avenues have been unsuccessful in resolving the complaint. The unit hotline for advice and support is 1800 677 435.

Source – DECD Parent concerns and complaint procedures 2012,