Parent Complaint Policy and Guidelines.

At Hawthorndene Kindergarten we aim to provide quality care and education for preschool children. We believe that by developing strong working relationships with families and carers, we support children in their learning.

We understand that at times you may have a concern or even a grievance about some aspect of the service that is provided.

This policy provides you with an opportunity for you to share your concerns and to work through the issue with the Director to a resolution.

Parent Course of Action

Any parent with a concern, grievance or complaint should:

- As soon as possible, find an appropriate time to share your concern with the Director. It is best if you are able to make an appointment to do so, to guarantee they are available to speak with you.
- Make your complaint clear and factual; help the Director to understand what you considered was not appropriate. (Make notes if this helps you)

Then:

- The Director will consider the most effective way to resolve the issues and can then work through the solution with you in a timely manner.
- Steps will be taken to action the solution.
- If the complaint involves the Director and the parent does not wish to discuss it with him/her then the local partnership office of the Department for Education and Child Development should be contacted on 8391 4705.
- If you still feel a suitable solution has not been reached, you are able to ring the Parent Complaint Unit 1800 677 435 www.decd.sa.gov.au/parentcomplaint

Please consider the Guiding Principles of our Grievance policy

- All people involved should be treated with respect and courtesy.
- Parents have the right to raise their concerns and complaints and should be supported to do so.
- All grievances will be handled in a confidential, timely and impartial manner
- The rights of all involved will be considered in the resolution of the problem.