WUDINNA RSL MEMORIAL KINDERGARTEN

Grievance Procedure (Complaints)

Endorsed by Educators & Governing Council September 2026

Rationale: *Education and quality care are vital to your child's success. Wudinna RSL Memorial Kindergarten is committed to delivering high-quality education and care. Working with you to resolve any concerns or complaints is a key part of how we will deliver on this commitment.*

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that we have:

· done something wrong/unfair/impolite

· failed to do something they should have done

Your concern or complaint may be about:

· the type, level or quality of services

· the behaviour and decisions of educators

· a policy, procedure or practice.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

Step 1: Talk to the preschool—specifically the person who made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. In a preschool setting this might be the Teacher or ECW.

If you're still not satisfied that your complaint has been addressed, you can contact the Preschool Director. We accept that some things are difficult to say in person so we accept and will respond to text message on the Kindy mobile or emailed concerns—lucy.schultz128@schools.sa.edu.au

Step 2: If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Team (CFT). Contact the CFT: phone 1800 677 435 (toll free). Or you can search "complaints" on the department website for a form.

Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

Step 3: If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA.
Ombudsman SA (OSA)
Free call: 1800 182 150 email: ombudsman@ombudsman.sa.gov.au

Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the school, preschool or the CFU before approaching the Ombudsman.

After you make a complaint

After submitting your complaint, you may be:

· sent a message to let you know your complaint has been received

· given a reason for actions taken or decisions made

· given a chance to explain your point of view and hear the school's view

· told the next steps in the department's complaint process

· given information about the policy, procedure or guideline that relates to your complaint.

Most complaints can be resolved quickly, but complex matters may take more time. We will let you know if this is the case.

Outcome of the complaint

After you receive a final outcome:

· the issue might be confirmed, or you might receive information showing why it can't be proven

· a decision, process or procedure might be reviewed, or you might get more information about why it can't be changed (for example, due to law)

· it might be confirmed that the matter was managed properly or could have been handled better you may receive an apology.

Requesting a review

You can seek a formal review if you're not satisfied that your complaint has been addressed or you have identified an error in the assessment. You must have already:

· followed the complaint steps

· allowed enough time for Customer Feedback to follow up on your complaint

· exhausted all avenues and options to resolve your concerns.

· provided all information and evidence requested.

Receiving fair treatment

You will not be discriminated against if you make a complaint.

All department staff are bound by the Code of Ethics for the Public Sector. This requires that all staff act impartially, fairly and equitably.

Avoiding unreasonable conduct

We understand you might feel frustrated or upset when you make a complaint. However, this is not an excuse for unreasonable conduct.
If you start behaving unreasonably, we will take steps to manage this.
Unreasonable conduct includes:

· constant phone calls, visits or emails after you have received a final response to a complaint

· threats, harassment, demands, yelling or insults to staff.