

WUDINNA RSL MEMORIAL KINDERGARTEN

Procedure: Grievance Procedure (Complaints)

Endorsed by Educators & Governing Council May 2021

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.

Step 2—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—beck.sampson17@schools.sa.edu.au

Step 3: If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Unit (CFU). Contact the CFU: phone 1800 677 435 (toll free).

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

Step 4: 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.

