Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our kindergarten, regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit
Level 6 / 31 Flinders Street
ADELAIDE SA 5000
Ph: 1800 677 435
decd.parentcomplaint@sa.gov.au

You should include information about the complaint, including why it remains unresolved and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

The Parent Complaint Unit, on behalf of the Chief Executive, will:
• acknowledge receipt of the complaint
• assess and make a recommendation to the Head of Schools or the Head of Child Development that:
  ⇒ a review is not warranted and that you should be advised that no further action is considered necessary and that the complaint is now concluded; or
  ⇒ a review is necessary; or
  ⇒ the complaint should be referred to an external agency for investigation or review.

The Head of Schools or the Head of Child Development will review the advice and decide that the complaint (in full or in part):
• can be resolved (all parties agree on an appropriate response)
• should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
• remains unresolved and that an independent review by an external agency is required

Please Note:
Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Parents can call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

Parents can also contact the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSB) Ph: 1800 882 413 or the State Ombudsman: www.ombudsman.sa.gov.au for information, advice, support and in circumstances where the complaint remains unresolved.

Step 3: Contact the Parent Complaint Unit

Solving concerns in public education schools and preschools

This brochure outlines the steps to take if you have any concerns or complaints about any aspect of kindergarten life.
Parent concerns & complaints procedure

At Roxby Downs Kindergarten we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the kindergarten is essential in helping children achieve their potential. Our kindergarten is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

About concerns or complaints
A complaint may be made by a parent if they think that we have:
• Done something wrong
• Failed to do something we should have done
• Acted unfairly or impolitely.

Your concern or complaint may be about:
• The type, level or quality of our service
• The behaviour and decisions of staff
• A policy, procedure or practice.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

Step 1: Talk to us
If your concern or complaint relates to an issue concerning your child’s education or experiences you should talk to the teacher as soon as possible.

You may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation.

Our staff will, following a direct complaint:
• Listen to the complaint
• Record what you say
• Identify actions to resolve the concern
• Let you know what will or has been done
• Get back to you to see how things are going
• If appropriate, refer the matter to the kindergarten director

If your concern has not been resolved following discussions with the staff member, you should contact the kindergarten director. The kindergarten director will:
• acknowledge receipt of the complaint as soon as reasonably possible
• listen to your complaint
• provide support to you if necessary while the complaint is being considered
• investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
• consider relevant legislation, DECD policy and guidelines, kindergarten procedures
• inform you if there is a delay in the process
• ensure your complaint and the outcome is documented and communicated to you verbally or in writing.

Step 2: Contact our local DECD Regional Office
If the complaint is about the director of the kindergarten or you are not satisfied with the outcome, you may contact our local DECD Far North Regional Office.

Far North Regional Office
Rupert Street, Port Augusta
8671 6877

The Regional Office will:
• provide written acknowledgement of receipt of your complaint within five working days,
• clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
• investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
• refer, where appropriate, any complaint that has not been raised at the kindergarten level back to the kindergarten
• inform you if there is a delay in the process
• ensure your complaint and the outcome is documented
• ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

The confidentiality of all parties will be maintained wherever possible.