

# ALDGATE KINDERGARTEN

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## Parent Complaint Policy of Aldgate Kindergarten

### Rationale

We all expect quality of teaching and expert care while your child is at Aldgate kindergarten to ensure that they achieve their potential. Parents/ guardians and staff members working together will give us the best chance of solving a problem that may arise during your child's time in our kindergarten. We recognise that at times things may go wrong which may lead to a concern or a complaint and we would like you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning at Aldgate kindergarten, and also improve processes where possible.

### About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the kindergarten has, for example:

- done something wrong
- failed to do something it should have done
- acted unfairly, unreasonably or disrespectfully.

Your concern or complaint may be about:

- the type, level or quality of services
- 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.

### Raising a complaint or concern

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

**Step 1** : Talk to the staff member involved, then to the Director if you are still not happy.

Please read the attached *Raising a complaint with DECD* brochure. Steps guiding how complaints should be made are explained in the brochure. Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

**Step 2** : In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Education Complaint Unit – phone: 1800 677 435 Email: DECD.EducationComplaint@sa.gov.au.

### Resolving the complaint or concern

Please remember, we want to learn from mistakes or misunderstandings so that we can improve your child's experience and learning.

1. We will work alongside you to agree on a plan of action and a timeframe for

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resolving your issues or concerns.

2. When a complaint is about something we have to do because of state or federal law, we will help understand the requirements and why they exist.
3. We will act impartially, fairly and equitably and abide by our Code of Ethics for South Australian Public Sector.

***The staff at Aldgate Kindergarten thank you in advance for your support of this policy.***