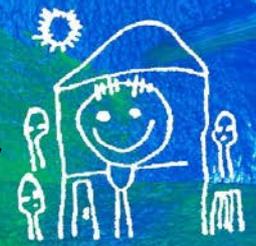


Bertram Hawker Kindergarten Raising & Resolving Complaints Policy



WE BELIEVE

Bertram Hawker Kindergarten aims to foster positive relations between parents, staff and children.

Children, staff, parents and caregivers are supported to raise concerns and openly discuss issues.

POLICY PRINCIPLES

Our highest priorities are the wellbeing, safety and education of the children enrolled in our kindergarten.

Everybody has the right to be listened to and treated with respect and courtesy.

Wherever possible, we will endeavour to resolve complaints at the preschool level where possible.

We will consider complaints in a confidential and timely manner.

We view all complaints as opportunities to work together to improve our kindergarten.

RESTORATIVE PRACTICES

Children are encouraged to use restorative processes when a conflict occurs (see our Restorative Practices brochure for further information).

Educators assist this process by asking questions that give children the opportunity to think, talk and listen to one another about what happened and how to restore the relationship.

IF YOU HAVE A CONCERN/COMPLAINT

- Arrange a time to speak with the relevant teacher/director about the concern.
- They will look into your concern/complaint and aim to resolve the issue as soon as possible and within 15 days.
- If the matter is not resolved, or if your concern/complaint is about a staff member, you may want to meet with, or write to, the director. They will work with you and the staff member to resolve the issue.
- Interpreters are available to support parents if necessary.
- If appropriate (depending on the nature of the complaint) staff will keep a written record of the complaint, its progress, and outcomes.
- You may choose to contact the Felixstow Education Office: ph: 8366 8864 for help if the director is the subject of your complaint or if you are not satisfied that your complaint has been resolved by the kindergarten.
- If you are still not satisfied you can refer your feedback or complaint to the Parent Complaint Unit via email at:
DECD.ParentComplaint@sa.gov.au

On enrolment we provide families with the Department of Education and Child Development's *Parent Guide to Raising a Concern or Complaint* brochure. For more information: www.decd.sa.gov.au/parentcomplaint