Parent Complaint and Concern Policy

We aim to achieve a high quality learning environment which values relationships with children, families and educators.

We also recognize that sometimes things can go wrong. If you have a concern or complaint, we want you to let us know. It is important for our team to learn from mistakes or misunderstandings so that we can improve your child’s experience and learning, and also improve processes where possible.

If you have a concern or complaint, please

1. Speak to the Educator involved. If your concern is not resolve adequately, go to step 2.
2. Speak to the Director. Allow 15 working days for our team to work through your concern.
3. Speak to the Regional Office staff on 8256 8111. Allow 20 working days for the Regional Office to work through your concern.
4. Contact the Department of Education and Child Development Parent Complaint Unit on 1800 677 435.

Educators will:
- Listen carefully
- Carefully assess your concern
- Take appropriate action to resolve issues as quickly as possible
- Use site agreed procedures to document parents/caregivers concerns, advice sought, what action was undertaken by the site and follow up with the parent within agreed time frames.
- Provide a “feedback” box for parents to provide feedback, comments or questions. If issues are raised through the feedback box, we ask families provide contact details to assist us with resolution of your concerns.

This policy is based upon the Department of Education and Child Development Parent Complaint Policy.
A copy of an information brochure about the Golden Grove Kindergarten Parent Complaint Policy is provided on enrolment and is available for viewing on the Golden Grove Kindergarten website www.goldengrkgn.sa.edu.au
Policy developed by the Golden Grove Kindergarten Team 30/3/12.