

North Ingle Preschool Grievance Procedures Policy



Rationale

At North Ingle Preschool we are committed to maintaining good relationships and working together with families to meet the educational, social and emotional needs of all children. This is fostered by trust and respect, open and effective communication and common goals.

Occasionally issues and concerns may arise regarding the preschool's policies and practices, learning environment, or about and between children.

In the event of a grievance or concern:

- address the issue sooner rather than later
- clearly state concerns giving examples where appropriate
- attempt to resolve the issue to meet the needs of those concerned

All parties concerned will

- listen with an open mind and seek to understand the concerns and point of view of others
- communicate in a clear, sensitive and objective manner
- maintain confidentiality
- treat each other respectfully
- investigate any relevant issues carefully
- make a commitment to respectfully and fairly resolve any problems in respect to all parties concerned
- set timelines, for actions and reviews



Parents/ Caregivers with a grievance or concern should:

1. Arrange a time (make an appointment) to speak to the relevant teacher(s) about the problem/situation.
2. Inform the teacher of what you consider to be the issue. You may raise a concern or complaint verbally or in writing.
3. Allow a reasonable, mutually agreed time frame for the issues to be addressed.
4. If you feel that the grievance has not been addressed or resolved, arrange a time to speak to the Principal Dina Zunis.
5. If you are still dissatisfied with the outcome, please arrange a time to discuss the issue with The Education Director
6. The DECD (Department of Education and Child Development) Parent Complaints Policy and associated procedure have been developed to provide parents and school leaders with a Policy Framework. This is supported by detailed procedural information for managing concerns and

complaints made by parents or caregivers of children and young people attending DECD preschools and schools.

This Policy and Procedure can be found at: <http://www.decd.sa.gov.au/policy/pages/OSPP/policyindex>

North Ingle School and Preschool Contact Details

If you feel that the grievance has not been addressed or resolved, arrange a time to speak to the Principal Dina Zunis through phone, fax or email.

Phone 8264 7498 or 8264 2777

Fax 8396 1778

dl.1183.info@schools.sa.edu.au or dina.zunis504@schools.sa.edu.au

Parent Complaint Unit

To further support the resolution of concerns and complaints, the department has also established a Parent Complaint Unit which can help you:

- To provide advice and support to parents/caregivers regarding their concern of complaint
- To undertake objective and impartial reviews of complaints that have not been resolved at the local or regional level

Parents/Caregivers may call DECD Parent Complaint Unit hotline any time on 1800 677 435 for information, advice and support. The Unit may also be contacted by email at DECD.parentcomplaint@sa.gov.au

For feedback and complaints about our school or preschool, please refer to:
www.decd.sa.gov.au/parentcomplaint

The "[Raising a complaint with DECD](#)" brochure is available which outlines the steps to take should you wish to raise a complaint.

Parties involved in a complaint can expect that they will be supported by the department throughout the complaint management process.

All parties involved in the complaint management process can bring a support person to any of the meetings held in relation to the complaint.



(This policy complements the DECD guidelines and North Ingle School Grievance Procedures policy)

Reviewed March 2017