



Thorndon Park Kindergarten

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Grievance Procedure

Rationale

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved complaint or want to provide feedback, we would like to hear from you. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our service.

National Quality Standards and Regulations

This Policy has been developed and is aligned to the following NQS standards and Education and Care Services and regulations.

- Element 7.2.1: There is an effective self-assessment and quality improvement process in place.
- Element 7.1.2: Systems are in place to manage risk and enable the effective management and operation of a quality service.
- Regulation 168(2)(o): policies and procedures for dealing with complaints.



1. TITLE

Grievance Procedure

2. PURPOSE

Parents, volunteers and contractors attending our centre can appropriately and informally raise concerns in order to improve or change a situation. Anyone may appropriately raise a complaint. Staff are governed by Department for Education staff grievance procedure.

3. OBJECTIVES and SCOPE:

To maintain positive relationships between home and kindergarten, and between staff, and to make sure that issues are resolved to the satisfaction of all concerned in a respectful, transparent and responsive way.

4. POLICY DETAILS

4.1 Before making a complaint you should:

- Clearly identify issues and the resolution you are after.
- Provide complete and factual information.
- Cooperate with any requests for more information.
- Not include deliberately false or misleading information.
- Treat staff handling the complaint with courtesy and respect.

4.2 Types of concerns and complaints:

- You may choose to make a complaint if you believe that the school, preschool or corporate office has:
 - Done something incorrect
 - Failed to do something they should have done
 - Acted unfairly or impolitely.

4.3 Your complaint or feedback may be about:

- The type, level or quality of service
- The behaviour and decisions of staff
- A policy, procedure or practice.

4.4 Making a complaint:

Step 1 – frontline complaint handling and early resolution:

- Talk to the school, preschool, area or the person that made the original decision. We encourage a process where the original decision maker is given the opportunity to resolve the concern or complaint wherever possible. In a school setting this might be a Teacher or a Year Level Coordinator. In a corporate office it might be an officer or Team Leader.

- If you're still not satisfied that your complaint has been addressed, you can contact that person's line manager. This might be a Principal or Preschool Director in a school setting or a Manager or Director in a corporate office. Ask to make a time to contact them to discuss your concerns. You may want to put your concerns in an email.
- Most complaints are resolved quickly, but some complex matters may take more time. We will advise you if this is the case.

Step 2 – central complaint resolution:

- If you're not satisfied that your complaint has been addressed at the local level, you can get help from our Customer Feedback Unit (CFU).
- Online complaint form is available. Feedback and complaints about a school or preschool: phone 1800 677 435. We can help you in relation to preschool and school complaints by:
 - Giving advice about the issues behind the complaint
 - Liaising with schools and preschools to ensure all options for resolution have been explored.
 - Objectively reviewing complaints that have not been resolved at the local level, including through a review.

Step 3 – external complaint resolution

- If we haven't been able to resolve your complaint through steps 1 and 2, you may choose to seek independent advice from the Ombudsman SA. The circumstances of your complaint will determine if they can help.
- External agency contact: Ombudsman SA (OSA): Free call: 1800 182 150. Email: ombudsman@ombudsman.sa.gov.au
- Depending on the nature of the matter, the OSA will usually ask if you have taken your complaint to the school, preschool or the CFU before approaching the Ombudsman.

Overview - steps for raising your complaint



4.5: ASSOCIATED DOCUMENTS:

<https://www.education.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

5. MONITORING, EVALUATION AND REVIEW

Roles and responsibilities

Kindergarten director and staff monitor and review the effectiveness of Grievance Procedure, along with the Governing Council and families, as required (minimum every three years).

Approvals

File: Grievance Procedure

Status: [approved](#)

Version: 1.0

Policy officer: [Samantha Chirgwin, Thorndon Park Kindergarten](#)

Approved by: [Governing Council Management Committee](#)

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