

# Mawson Lakes Preschool

## Parent Concerns and Complaints Procedure



At Mawson Lakes Preschool we consider parents as partners in the education of their children. Parents/caregivers are the child's first educators and the information you bring to preschool about your child will help us to develop a learning program that suits each individual child. Providing quality programs that allow children to learn and reach their maximum potential is at the core of everything we do.

However, we recognise sometimes things go wrong and you may feel that your expectations have not been met. If you should have an unresolved concern or complaint, please raise it with us. Our preschool is committed to ensuring that anyone can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

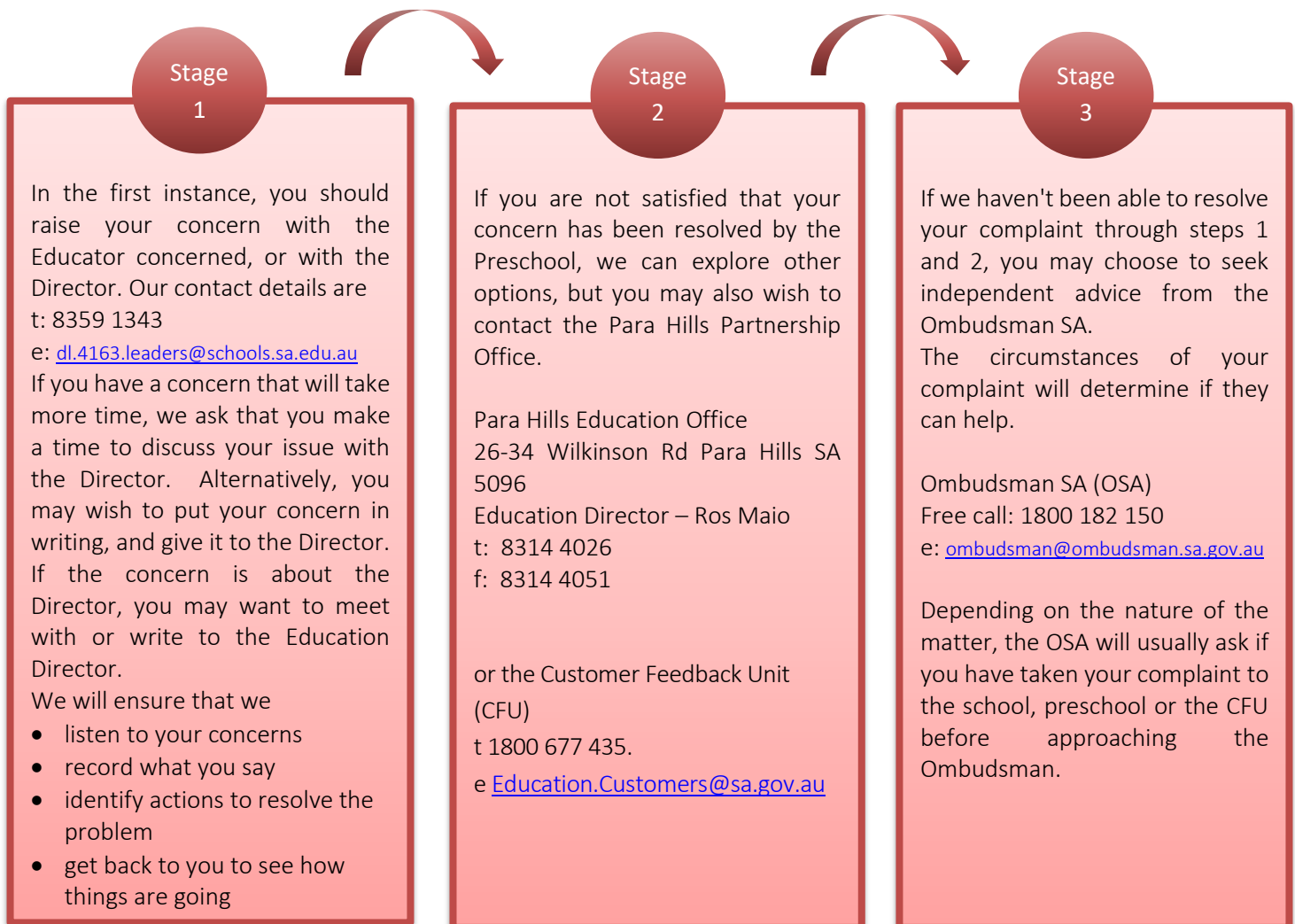
The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns.

The Department for Education (DfE) indicates that a child's Preschool should be the first point of contact for parents/caregivers, followed by the DfE Para Hills Partnerships Office, and then the DfE Central Office Parent Complaint Unit if the complaint cannot be resolved at the local level.

Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has three stages, with the Preschool being the first point of contact for parents and caregivers.

The following information will guide you through the process to raise a concern or complaint.





# Mawson Lakes Preschool Parent Concerns and Complaints Procedure



## We ask parents/caregivers to

- Follow the process outlined above for raising a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Raise the concern or complaint as soon as possible

## Preschool staff will

- Ensure they are familiar with all parts of this procedure and are able to support families through the process of raising a concern or complaint
- Follow the process outlined above for resolving a concern or complaint
- Respect all parties' confidentiality and discuss the concern or complaint only with those involved
- Seek permission from all parties to discuss the concern or complaint within the staff team if appropriate
- Ensure all families are given a copy of this procedure and the Department for Education "Raising a Complaint Policy" as part of the enrolment process

## References

Complaint Management Policy

<https://www.education.sa.gov.au/departments/policies/departments-policies/complaint-management-policy>

National Quality Standard 7 (7.1.2)

<https://www.acecqa.gov.au/nqf/national-quality-standard/quality-area-7-governance-and-leadership>

Raising a complaint with the Department for Education

<https://www.education.sa.gov.au/raising-complaint-department-education>

Tips to make a complaint or give feedback to the department

<https://www.education.sa.gov.au/tips-make-complaint-or-give-feedback-department>