

# Mawson Lakes Preschool

## Parent Concerns and Complaints Procedure



At Mawson Lakes Preschool we consider parents/caregivers 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. It's important to work together, talk, listen and find solutions in a courteous and respectful manner, so we can improve our services. 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 four 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.



### Step 1 – frontline complaint handling and early resolution

- Talk to 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.
- If you're still not satisfied that your complaint has been addressed, you can contact that person's line manager. At preschool this is most often the Preschool Director. Ask to make a time to contact them to discuss your concerns. You may want to put your concerns in an email. [Find the preschool contact details.](#)
- If the complaint is about the Preschool Director you may want to meet with, or write to the Education Director.

Para Hills Education Office  
Education Director – Ros Maio  
t 8314 4026

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 Team.

Contact Customer Feedback:

- [online feedback and complaints form](#)
- [make a complaint or give feedback about a school or preschool](#)
- phone 1800 677 435 (free call).

We can help you in relation to preschool complaints by:

- giving advice about the issues behind the complaint
- liaising with the preschool 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.

Refer to [internal and external reviews for school or preschool complaints](#) for more information.



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## 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.

Ombudsman SA (OSA)  
Free call: 1800 182 150  
Email: [ombudsman@ombudsman.sa.gov.au](mailto: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 preschool or Customer Feedback before approaching the Ombudsman.

## Where to get help to make a complaint

[Support for making a complaint](#) – if you have special needs or require additional assistance in making a complaint.

[Tips to make a complaint or give feedback to the department.](#)

## 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  
[Complaint management policy \(education.sa.gov.au\)](#)

National Quality Standard 7 (7.1.2)  
[Quality Area 7 – Governance and leadership | ACECQA](#)

Raising a complaint with the Department for Education  
[Raising a complaint with the department \(education.sa.gov.au\)](#)