Bertram Hawker Kindergarten
Raising and Resolving Complaints Policy

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Bertram Hawker Kindergarten aims to foster positive relations between parents, staff and children.

Differences in opinion sometimes arise and children, staff, parents and caregivers are supported to raise concerns and openly discuss issues.

Principles of our policy:

- The wellbeing, safety and education of all children enrolled at our kindergarten are our first priority.
- Everybody has the right to be listened to and treated with respect and courtesy.
- Complaints should be resolved at the preschool level where possible.
- Complaints are considered in a confidential timely manner.
- All complaints will be viewed as opportunities to work together to improve our kindergarten.

Children are encouraged to use restorative processes when a conflict occurs (see our Restorative Practices brochure). Educators assist this process by asking questions that give children the opportunity to think, talk and listen to one another about what happened and how to repair the harm.

Parents/caregivers/staff with a concern or complaint:

- Arrange a time to speak with the relevant teacher/director about the problem.
- They will look into your complaint and aim to resolve the issue as soon as possible and within 15 days.
- If the matter is not resolved, or if your complaint is about a staff member, you may want to meet with, or write to, the director. They will work with you and the staff member to resolve the issue.
- Interpreters are available to support parents if necessary.
- If appropriate (depending on the nature of the complaint) staff will keep a written record of the complaint, its progress and outcomes.
- You may choose to contact the Eastern Adelaide Regional Office ph: 83668864 for help if the director is the subject of your complaint or if you are not satisfied that your complaint has been resolved by the kindergarten.
- If you are still not satisfied you can refer your feedback or complaint to the Parent Complaint Unit by via email at DECD.ParentComplaint@sa.gov.au or ph: 1800 677 435.

On enrolment we provide families with the Department of Education and Child Development Parent Guide to raising a concern or complaint brochure.
For more information: www.decd.sa.gov.au/parentcomplaint

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