



Penong & Coorabie Districts School
Early Learning Centre
"Learning Together"



Penong Primary School Coorabie Rural School
C/- Post Office,
Penong SA 5690



☎ (08) 8625 1017 Fax: (08) 8625 1009

Penong Early Learning Centre Parents Complaints and Grievance Procedure Policy

Education and quality care are vital to your child's success Penong Early Learning Centre is committed to developing high quality education and care. Working with you to resolve any concerns or complaints.

Raising a Complaint

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important to work together, talk, listen and find solutions so we can improve our services to the community. The following information will walk you through the steps you can take when you have a complaint or concern.

Types of concerns and complaints

You may choose to make a complaint if you believe that a government public education or early childhood service has:

- Done something wrong.
- Failed to do something they should have done.
- Acted unfairly or impolitely.

Your concern or complaint may be about

- The type, level or quality of services.
- The behaviour and decisions of staff.
- A policy, procedure or practice.
- Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

STEP 1

Talk to the school, pre-school or other childhood service first. We try to resolve concerns or complaints at the local level wherever possible. The staff member involved should always be your first point of contact. Make a time to talk to them to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email. If your concern is about the staff member, then you may wish to contact the leader. This will be the principal. The leader will look into your concerns and get back to you. They will work with you and the staff member to resolve the issue. Most complaints are resolved quickly, often within a few days. The local site leader will aim to resolve your complaint within four week, although complex and contentious matters may take longer. If this is the case we will advise you.

STEP 2

Central resolution if you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution service. Complaints about education and early childhood services Education Complaint Unit Phone 1800 677 435 Email: DECD.EducationComplaints@sa.gov.au We can help you by: * providing advice and support about the issue behind the complaint* advocating with local sites to ensure all options for resolution have been explored* objectively reviewing complaints that have not been resolved at the local level.

STEP 3

Other ways to resolve your issue if we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available. External agency contact point: SA Ombudsman Toll free:1800 182 150 Phone 8226 8699 Email: ombudsman@ombudsman.sa.gov.au www.ombudsman.sa.gov.au

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Steps for raising your concerns or complaint

