PARENT COMPLAINT POLICY

Keithcot Farm Children’s Centre is committed to ensure the delivery of a high quality education and care service, however the Governing Council and staff team acknowledge that misunderstandings or concerns can arise. The Children’s Centre will make all attempts to manage the complaint to achieve a positive outcome and will ensure that complaints are handled as quickly and fairly as possible. Confidentiality will be exercised throughout the complaint process.

The Children’s Centre encourages parents to initially raise the concern with the relevant Keithcot Farm Children’s Centre staff member.

If the issue is unable to be resolved through a discussion with the relevant staff member, then the issue may be discussed with the Director. Parents may choose to write to the Director (who will then acknowledge receipt of the complaint with a written response as soon as possible) or telephone the Children’s Centre on 8251 2700 to make a time to meet with the Director.

If the issue hasn’t been resolved through discussion with the Director, parents may choose to contact the Northern Adelaide Regional Office on phone: 8265 8111. The Regional Office will review the complaint and aim to resolve the complaint within 20 working days.

If the complaint has not been resolved by the Children’s Centre or the Regional Office the parent may contact the Parent Complaint Unit Hotline on 1800 677 435 for information, advice and support. Parents can expect that they will hear of a decision within 35 working days.

When raising a concern or complaint with staff, parents can expect to:

- Be treated with respect, courtesy and consideration
- Have the complaint dealt with in a confidential and timely manner
- Have access to a copy of the Parent Guide to Raising a Concern or Complaint brochure from the front office.
- Have the complaint considered impartially.
- Be kept informed of the process and outcome of their complaint.

Keithcot Farm Children’s Centre Staff Team request that when making a complaint parents will:

- Treat other parties with respect, courtesy and maintain confidentiality
- Raise the concern or complaint as soon as possible after the issue has arisen
- Provide complete and factual information about the concern or complaint
- Ask for assistance or further information as needed
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint


TO BE REVIEWED: January 2013

SOURCED:
- Freedom of Information Act 1991
- Children’s Services Act 1985
- Licensing and Standards Unit
- A Guide to Raising a Concern or Complaint - Department for Education and Child Development 2012