



### **DEALING WITH COMPLAINTS NQS 7.3.4 Regulation 168 (2) (o) Version 1.12**

Keithcot Farm Children's Centre is committed to ensuring the delivery of a high quality education and care service, however the Governing Council and staff team acknowledge that misunderstandings or concerns can arise. We will ensure that there is an effective complaints management system that supports the educational attainment and well-being of children and young people. We are open to receiving complaints from children, young people, parents, families and members of the community as a means of promoting continuous improvement. The Children's Centre staff will make every effort to resolve complaints, preferably at the local level, in accordance with policy, procedures and guidelines. Where the Children's Centre is unable to resolve complaints internally, complainants will be provided with information about their avenues for seeking resolution and/or appeal externally. Emails should be directed to [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

The Children's Centre encourages parents to initially raise their 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 phone the Children's Centre on 8251 2700 to make a time to meet with the Director.

If the complaint has not been resolved by the Children's Centre, the parent may contact the Education 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 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

**CREATED:** November 2007

**REVIEWED:** July 2008, March 2009, January 2010, January 2011, January 2012, April 2012, January 2013, January 2014, January 2015, January 2016, May 2016, January 2017

**TO BE REVIEWED:** January 2018

**SOURCED:** Freedom of Information Act 1991

Children's Services Act 1985

Licensing and Standards Unit

Brochure: Parent Guide to Raising a Concern or Complaint - Department for Education and Child Development 2012

[www.sa.gov.au/topics/education-skills-and-learning/general-information/feedback-complaints/schools-and-preschools](http://www.sa.gov.au/topics/education-skills-and-learning/general-information/feedback-complaints/schools-and-preschools)