



Elizabeth East Kindergarten Raising and Resolving Concerns Policy

Establishing and maintaining positive relationships between preschool and home is of paramount importance at Elizabeth East Kindergarten. 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. Our programs are underpinned by all staff's commitment to the following principles:

- Providing programs and services that meet the needs of all families in our community
- Equity and access for all children to participate in our programs
- Accountability
- Establishing and maintaining effective partnerships with families in our community

Members of our community (including parents, carers and students) can raise a concern or complaint if they think that the kindergarten or a staff member has:

- done something wrong
- failed to do something that should have been done
- acted unfairly, unreasonably or disrespectfully.

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.

Teachers, preschool directors, and other education department staff will work alongside you to agree on a plan of action and a timeframe for resolving your issues or concerns.

Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

Process for raising concerns

1. Arrange to talk to the staff member who knows about the situation. It will always help the situation if you are calm and honest in your approach. **Parents are not to reprimand other children (if any inappropriate behaviour of other children was observed parents need to speak with the EEK director, never to a child or child's parents directly)**
2. Your concern deserves time in order to be resolved. Let the staff member know about your concern with a note or telephone call. In this way they will be prepared and have all the necessary information. A time can then be negotiated which suits you both for further discussion. If, together you are not able to resolve the concern, let the staff member know that you intend to speak to someone else. Arrange a time to speak to the Director, providing all information to enable the meeting to be as successful as possible.
3. There may be times when you feel, for a variety of reasons that you are unable to speak to the staff member concerned. If this is the case, let the Director know. But, where possible it is best to speak directly to the staff member concerned.
4. If issues are not resolved please contact Education Director Kerry Dollman (DECD) **8314 4146**

For more information follow

<https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>