



# The Pines Preschool



## Family Grievance Procedures

### Rationale

The well-being of children, educators and families is paramount to our Preschool community. For this reason we strongly encourage and value your involvement at Preschool, so that together we can work as valuable partners to provide the best learning outcomes for all children. At The Pines School Based Preschool we provide open communication and welcome feedback around any area of concern.

Occasionally issues or concerns may arise regarding the Preschool, its policies and practices, your child's learning or environment. In the event of a grievance/concern the following guidelines may be followed.

### National Quality Standards

Regulation 168 and 176 of the Education and Care Services National Regulations 2018.

### Quality Area 7: Leadership and Service Management

At our preschool:

- Systems are in place to enable the effective management and operation of a quality service

There are also links to:

Quality Area 6: Collaborative partnerships with families and communities

### Families with a grievance or concern should:

1. **In the first instance**, arrange a time (make an appointment) to speak to the relevant teacher(s) about the problem. *\*Please Do Not enter offices about a major grievance to see educators without prior arrangement.*
2. Let the educator know what you consider to be the issue. You may raise a concern or complaint verbally or in writing.
3. Allow a reasonable, mutually agreed time frame for the issue to be addressed.
4. If you feel that the grievance has not been addressed or resolved, arrange a time to speak to the Preschool Leader, Amber Yepa via appointment or phone on 8281 2199 ext 2.

5. If you feel that the grievance has not been addressed or resolves, arrange a time to speak to the school leadership team on 8218 2199 ext 1.

- Principal - Cherie Collings
- Deputy Principal – Sam Konnis
- Assistant Principal – Toulia Girgolas

Any of these people will take every reasonable step to resolve your concern or complaint in a timely manner.

6. If you are still dissatisfied with the outcome, please arrange a time to discuss the issue with the Educational Director for our school, Ros Maio on 8314 4000.

To further support the resolution of concerns and complaints, the department has also established a Customer Feedback Team. This unit has a dual function:

- To provide advice and support to families regarding their concern or complaint
- To undertake objective and impartial reviews of complaints that have not been resolved at the local or regional level.

Families may call the Education Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support. The unit may also be contacted via online feedback and complaints forms on the Department for Education website.

Parties involved in a complaint can expect that they will be supported by the department throughout the complaint management process.

All parties involved in a complaint management process can bring a support person to any of the meetings held in relation to the complaint.

**References:**

- Education and Care Services National Regulations, 2018.
- National Quality Standards, 2018
- <https://www.education.sa.gov.au/complaint-management-and-reporting>

**Policy review**

Quality area 7: Leadership and service management

**To be reviewed:**

2024

