1. CONTEXT

Good relationships between home and preschool give your children a better chance of success. This policy provides information about avenues of communication, which strengthens the partnership between parents/caregivers and the preschool. It acknowledges the importance of the relationship between parents/caregivers and preschool educators.

Your concerns may relate to:
- the type or quality of the service
- the behaviour and decisions of educators
- a policy procedure or practice

2. PROCEDURE FOR RAISING CONCERNS

Matters regarding children, parent or educator relationships should be raised directly with the centre through the director or educators. There may be times when you feel for a variety of reasons that you are unable to speak to the person involved. If this is the case, let the director know. Where possible it is best if you speak directly to the person concerned.

The usual procedure to be followed:

2.1 Make an appointment to talk to the person who knows about the situation. It will always help the situation if you are calm and honest in your approach. You should NOT approach children directly.

2.2 Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means they will be prepared and have all the necessary information. A time can be set up which suits you both. If together, you are not able to sort out the problem, let the person know that you intend to speak to the director, providing information which will enable the meeting to be as useful as possible.

2.3 If at the end of this meeting the problem is still not resolved you may contact the Educational Director at the regional office on 8314 4119. The Educational Director will need to be sure that attempts have been made to sort out the issues using the process described above.

Parents may contact the Parent Complaint Unit Hotline on 1800 677 435 to seek advice or to discuss a concern or complaint. They will review complaints that have not been resolved at the preschool or the regional office.

3. RIGHTS and RESPONSIBILITIES.

When raising a concern or complaint with an educator, 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 appropriate and easily understandable information regarding the complaint resolution process
- have the complaint considered impartially and in accordance with due process and principles of natural justice
- be kept informed of the process and outcomes of their complaint.

We 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.