



Le Fevre Kindergarten Grievance Procedure



At Le Fevre Kindergarten, we support the right of any member of the school community to have issues and concerns addressed. We have the responsibility to listen to and manage any grievances and deal with them in an appropriate manner.

Grievance Procedure.

In the event of a grievance, please follow the guidelines.

1. Those with a concern raise it appropriately with the person concerned.
2. If the grievance is not resolved, arrange a time to speak to the Preschool Director.
3. If the grievance remains unresolved arrange to speak to the Regional Director who will try to assist to resolve the situation.
4. If the grievance is with the Preschool Director and a resolution cannot be achieved, the concerned person should contact the Regional Director at the Regional Office. The Regional Office contact is 84167333

The Regional Office will review the grievance – this may involve meeting with those involved.

5. If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435

When raising a concern staff, parents and students are expected to:

- 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.

It is important that the management and resolution of grievance issues is consistent with the Department for Education and Child Development's parent complaint policy and procedure.

This policy and procedure can be found at:

http://www.decd.sa.gov.au/policy/pages/OSPP/policy_index. You will find them under 'P'.

To further support the resolution of concerns and complaints, the department has also established a Parent Complaint Unit. The unit has a dual function:

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

The DECD parent complaint process indicates that a child's preschool or school should be the first point of contact for parents, followed by the regional office and then the Parent Complaint Unit if the complaint cannot be resolved at the local level.

Parents may contact the Parent Complaint Unit at any stage of the process for support and advice. A free call hotline has been established for parents on 1800 677 435. The unit may also be contacted by email at DECD.ParentComplaint@sa.gov.au