RAISING & RESOLVING CONCERNS

This procedure is applicable to: all DECD employees.

DOCUMENT CONTROL

<table>
<thead>
<tr>
<th>Managed by: Ally Mead</th>
<th>Responsible position: Ally Mead</th>
<th>Version: 1</th>
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<tr>
<td>Contact person: Ally Mead</td>
<td>Approved by: Governing Council</td>
<td>File number:</td>
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<tr>
<td>Contact position: Director</td>
<td>Date approved: 02/08/2013</td>
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<td>Contact number: 85751290</td>
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1. TITLE
RAISING & RESOLVING CONFLICT

2. PROCEDURE DETAIL
At Meningie Kindergarten:

- We believe good relationships between home and Kindergarten are key in ensuring success for our children
- Children are at the heart of everything we do
- Our teaching, learning and care programs are underpinned by our commitment to:
  1. Our focus on quality and standards
  2. Equity and access for all children
  3. Accountability
  4. Partnerships

This procedure aims to provide information about the avenues of communication which strengthens the partnerships between parent/caregivers and the Kindergarten providing quality education. We acknowledge the importance of the relationships between caregivers, parents and staff.

We acknowledge that sometimes things can go wrong and you may feel your expectations are not being met. If you have an unresolved issue or complaint, then you are encouraged to raise it. It is important to work together by talking, listening and finding solutions so that we can improve your child’s experiences in the Kindergarten.

We also welcome your positive feedback and compliments which can be sometimes overlooked in our busy lives.

What to do if you have a complaint:
DECD has a ‘Parent Guide to Raising a Concern or Complaint’

Stage 1 – Talk to the Kindergarten
- This should be the first point of contact. The parent/caregiver needs to find an appropriate time to talk to the Director or Teacher to discuss their concern. Contact could also be made to a Governing Council Member if appropriate. The Director may not be able to talk to you immediately however they will be able to arrange a suitable time to discuss any concern.
  - If your concern involves the Teacher then you may prefer to talk to the Director
  - If your concern involves the Director then contact your Regional Office of DECD
  - You may choose to write to the Director, telephone call or email your complaint
  - The Director will look into your concern and aim to resolve your concern or complaint ideally within 15 working days

Stage 2 – Contact the Regional Office
- If you are not satisfied that your complaint has been resolved by the Kindergarten or if the Director is the subject of your complaint you may choose to contact the Regional Office for help
  - The Regional Office will review your complaint
  - The Regional Office will aim to resolve your complaint within 20 working days

Stage 3 – Parent Complaint Unit
- This unit has a dual function to provide support and advice for parents about their concern or complaint and to objectively review complaints that have not been resolved at the Kindergarten or Regional level

It is always helpful if you approach in a calm and honest manner
Approaching a child directly is not appropriate action
At times and for a variety of reasons you may not feel you can talk to the person directly as the first point of call, please let the Director know.

Confidentiality
Confidentiality should be adhered to throughout the complaint resolution process. This means the complaint should only be discussed with those people directly involved in the resolution process. Discussing matters in the presence of children can also be damaging to relationships as well as trust, confidence and wellbeing. It is important to be mindful of who may hear your conversation.

Expectations & Responsibilities
Parent/Caregivers and Children can expect:
- A safe learning environment
- A balanced curriculum
- Information regarding the Centres Policies & Procedures
- Opportunities to be involved in all aspects of the Kindergarten
- Be treated with respect, courtesy and consideration
- Confidentiality

We request that when making a complaint parents/caregivers will:
- Treat other parties with respect, courtesy and maintain confidentiality
- Raise the concern of complaint as soon as possible after the issue has arisen
- Provide factual information
- Ask for assistance or further information as needed
- Act in good faith
- Have realistic and reasonable expectations about the course of action
- Support the centres policies and procedures

Mediators
- Are available in some communities to assist in the resolutions of some concerns, such as counsellors or social workers

Advocates
- Support by way of advocacy may be required at times usually for specific areas or concerns such as students with disabilities

Support Person
- At times support persons may be required to assist in the resolution of concerns or to debrief with the person or attend a meeting with a person.

3. ROLES AND RESPONSIBILITIES

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<tr>
<th>Party / Parties</th>
<th>Roles and responsibilities</th>
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<tbody>
<tr>
<td>Staff</td>
<td>Strengthen partnerships with parents, staff and families</td>
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<td>Staff</td>
<td>Ensure parents have copy of ‘Parent Guide to Raising &amp; Resolving Conflict’</td>
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<tr>
<td>Parent/Caregivers</td>
<td>Follow the guide to this Procedure</td>
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4. MONITORING, EVALUATION AND REVIEW
Review on an annual basis