**Meningie Kindergarten**

**Raising & Resolving Conflict**

**Step 1**

**Talk to the Kindergarten**

Talk to the Director, Teacher or Governing Council Member.

If it involves the teacher talk to the Director

If it involves the Director contact the Regional Office

This could be via letter, telephone call or email.

Your concern will be aimed to be addressed within 15 working days.

**Step 2**

**Contact the Regional Office**

If you are not satisfied that your complaint has been resolved by the Kindergarten 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.

**Step 3**

**Parent Complaint Unit**

This unit has a dual function to provide support and advice for parents about their concerns or complaint and to objectively review complaints that have not been resolved at the Kindergarten or Regional level.

**Expectations & Responsibilities**

Parent 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 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

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.