**Torrensville Pre School Centre**

**Complaint / Concern Resolution Process**

The relationship between educators and families is fundamental to the quality of care and education that children receive. Open communication in a respectful way ensures the best outcome for you, your child and the Pre School. The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns. The Department for Education and Child Development indicates that a child’s Pre 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.

Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has three stages, with the Pre School being the first point of contact for parents and caregivers.

**Stage 1**

In the first instance, you should raise your concern with the Educator concerned, or with the Director. If you have a concern that will take more time, we ask that you make a time to discuss your issue with the Director. Alternatively, you may wish to put your concern in writing, and give it to the Director. We will ensure that we:
- listen to your issue
- record what you say
- identify actions to resolve the problem
- get back to you to see how things are going

**Stage 2**

If you are not satisfied that your concern has been resolved by the Pre School, we can explore other options, but you may also wish to contact Regional Office.

**Stage 3**

You can also choose to contact the Parent Complaint Unit for advice in dealing with your concerns. You can contact the PCU at any time or when you feel that your concern has not been resolved by either the Pre School or Regional Office.

For further information go to www.decd.sa.gov.au/parentcomplaint

**Pre School Contact phone number** 8352 6771

**Regional Office** 8416 7333

**Parent Complaint Unit** 1800 677 435 8226 2536