

Parent Concerns and Complaints Policy

Rationale

At Parafield Gardens Children's Centre we believe parents are partners in the learning and development of children. Regular two-way communication between parents/carers and the Centre is essential in helping children achieve their potential. Our Centre is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion. Parents/caregivers are the child's first educators and the information you bring to the Centre about your child will help us to develop a program that suits each individual child. Providing quality programs that allow children to reach their maximum potential is at the core of everything we do.

The Concerns and Complaints Policy outlines the processes and anticipated outcomes when a concern or complaint is raised in regards to any services delivered at the Centre or services delivered by DECD Centre staff providing Parafield Gardens Children's Centre programmes at an alternative site.

DOCUMENT CONTROL

<u>Managed by:</u> Director of Parafield Gardens Children's Centre	<u>Approved by:</u> Governing Council	
Community Development Coordinator of Parafield Gardens Children's Centre	<u>Date approved:</u> Sept 2012	
	<u>Review Date:</u> 27-Mar- 2015	
	<u>Next review:</u> Term 1 - 2017	

Ratified by Governing Council on September 2012

1.0 TITLE

Parent Concerns and Complaints Policy

2.0 GUIDING PRINCIPLES

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

- All persons in the Parafield Gardens Children's Centre community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the Centre's values.
- Parents have the right to raise concerns and make enquiries or complaints about any aspect of Centre.
- Information about how, where and to whom complaints can be made should be visible and accessible through Centre procedures.
- Complaints will be acknowledged and addressed promptly within specified timelines.
- Individual complaints will be assessed objectively and without bias using principles of social justice.
- The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
- The confidentiality of all parties will be maintained wherever possible.

This policy statement provides information about avenues of communication which strengthens the partnerships between families and Centre and leads to quality for all. It acknowledges and supports the importance of the relationship between home and the Centre.

However, there may be times when you may have concerns. These concerns may relate to:

- the Centre program
- your child's development and support to assist development of appropriate behaviours
- Centre policies
- reporting upon children's progress
- another child/ren
- other issues

3.0 SCOPE

This policy applies to all programmes This policy applies to all programmes and services within Parafield Gardens Children's Centre or on behalf of the Centre at alternative sites.

4.0 POLICY DETAILS

4.1 PROCESS FOR RAISING A CONCERN

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's development, education or experiences you should talk to a staff member as soon as possible. You may prefer to organise a mutually convenient time to meet the staff member rather than discuss the issue via a telephone conversation. You are welcome to bring a support person with you, if you wish. The role of the support person is to provide advice and support during the process and not to answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct concern:

- Listen to the concern
- Formally record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done to resolve the issue
- Communicate regularly with you about the concern
- Staff will inform the centre Director of the concern and the response.

If your concern has not been resolved following discussions with the staff member, you should contact the Centre Director.

The Centre Director will:

- acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- listen to the you
- provide support to you if necessary while the complaint is being considered
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- consider relevant legislation, DECD policy and guidelines and Centre procedures
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to DECD - Northern Adelaide Regional office.

Please note:

Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the DECD – Northern Adelaide Regional Office on 8256 8111 for assistance.

Step 2: Contact our local DECD Regional Office

If the complaint is about the director of the Centre or you are not satisfied with the outcome you may contact our local DECD Northern Adelaide Regional Office.

DECD – Northern Adelaide Region

1st Floor – Elizabeth House

Oxenham Dr

Elizabeth SA 5112

Tel 8256 8111

The Regional Office will:

- provide written acknowledgement of receipt of your complaint within five working days,
- clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- refer, where appropriate, any complaint that has not been raised at the Centre level back to the Centre
- inform you if there is a delay in the process
- ensure your complaint and the outcome is documented
- ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

Step 3: Contact the Parent Complaint Unit

If your complaint remains unresolved after working together with our Centre, regional personnel and Regional Director, you should submit, in writing, your complaint to:

Manager, Parent Complaint Unit

Level 6 / 31 Flinders Street

ADELAIDE SA 5000

Ph: 1800 677 435

Or by email to decd.parentcomplaint@sa.gov.au

You should include information about the complaint, including why it remains unresolved and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

The Parent Complaint Unit, on behalf of the Chief Executive, will:

- acknowledge receipt of the complaint

- assess and make a recommendation to the Head of Schools or the Head of Child Development that:
 1. a review is not warranted and that you should be advised that no further action is considered necessary and that the complaint is now concluded; or
 2. a review is necessary; or
 3. the complaint should be referred to an external agency for investigation or review.

The Head of Schools or the Head of Child Development will review the advice and decide that the complaint (in full or in part):

- can be resolved (all parties agree on an appropriate response)
- should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or
- is orientated towards conflict)
- remains unresolved and that an independent review by an external agency is required

Please Note:

Any written or verbal complaints that contain personal abuse, inflammatory statements, and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Parents can call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

In some circumstances it may be appropriate that a concern or complaint is escalated directly to Parent Complaint Unit. In these instances the parent will be advised of where the matter will be referred to and why.

Parents can also contact the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSB) Ph: 1800 882 413 or the State Ombudsman: www.ombudsman.sa.gov.au for information, advice, support and in circumstances where the complaint remains unresolved.

4.2 REQUESTING YOUR IDENTITY TO REMAIN CONFIDENTIAL

Parents may request that their identity remain confidential when making a concern. In this situation, every effort will be made to keep the parent's identity confidential but this may limit options for negotiating a resolution. (for example, an apology is unlikely to be forthcoming if the identity of the complainant is not known). These circumstances also raise issues in relation to procedural fairness for those who have a concern made about them as they have a right to know the particulars of the concern.

While every effort will be made to comply with a request to keep the parent's identity confidential, Freedom of Information requirements may result in a parent's identity becoming known.

4.3 ANONYMOUS COMPLAINTS

Parafield Gardens Children's Centre will assess every complaint that is made. The extent to which an anonymous complaint can be investigated will be limited, as Centre staff cannot liaise with the parent about the complaint. Anonymous complaints also raise issues in relation to natural justice for those who have a complaint made about them as they have a right to know the particulars of the complaint.

The Director will determine upon receipt of an anonymous complaint to what extent the complaint will be investigated. Where the complaint is in relation to a Director, the Assistant Regional Director will make the determination and for Regional Directors, the Head of Schools or the Head of Child Development will make the final decision.

4.4 APPROACHES THAT MAY BE USED TO RESOLVE A PARENT COMPLAINT

Our Centre may take one of the following approaches to resolve a parent's concern or complaint:

- an acknowledgement that the complaint is valid and is worthy of investigation (overall or in part)
- identification of areas of agreement between the parties involved
- opportunities for all the parties involved to express their concerns, explain their point of view and clarify any misunderstandings
- acknowledgement that the situation could have been better handled (this does not constitute an admission of negligence)
- an opportunity for an apology
- recognition that the situation presents an opportunity for changes or alternate arrangements to be made to resolve the complaint
- discussion with the parties about the steps that will be taken to ensure that the event complained about will not reoccur
- an undertaking to review school policy, procedures or practices.

4.5 ADDITIONAL INFORMATION

These procedures apply to parent concerns and complaints in relation to Parafield Gardens Children's Centre. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Concerns and allegations of misconduct by staff, volunteers and service providers (criminal matters, child protection, corruption, etc)
- Employee disputes and grievances. (Employees should refer to HR17 Complaints Resolution for Employees 2000 for these types of complaints.)
- Complaints or appeals relating to student suspension and exclusion
- Duty of care or Responding to Abuse and Neglect
- Occupational Health, Safety and Welfare related issues
- Health support planning.

4.6 FURTHER INFORMATION AND SUPPORT FOR COMPLAINTS

Parents can call the Parent Complaint Unit hotline at any stage on 1800 677 435 for information, advice and support.

In some circumstances it may be appropriate that a concern or complaint is escalated directly to Parent Complaint Unit. In these instances the parent will be advised of where the matter will be referred to and why.

Parents can also contact the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSB) Ph: 1800 882 413 or the State Ombudsman: www.ombudsman.sa.gov.au for information, advice, and support in circumstances where the complaint remains unresolved.

4.7 ASSOCIATED DOCUMENTS

www.decd.sa.gov.au/parentcomplaint

DECD – Parent Concerns and Complaints Policy (2012)

<http://www.decd.sa.gov.au/docs/documents/1/ParentConcernsandComplain.pdf>

National Quality Standard 7.3 (2011)

http://acecqa.gov.au/storage/2-DE_03_National%20Quality%20Standard_v8_Secn3.pdf

5.0 MONITORING, EVALUATION AND REVIEW

Oversight	:	Director of Children's Centre
Implementation	:	All programme Leader
Monitoring	:	Children's Centre Leadership Group

Policy Implementation – September 2012
Policy ratified - November, 2012