

## Raising & Resolving Conflict

### Expectations & Responsibilities:

Parents and Children can expect:

A safe learning environment , a balanced curriculum, information regarding the Preschools Policies & Procedures, opportunities to be involved in all aspects of the Preschool, be treated with respect, courtesy and consideration, and 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, and act in good faith.

It is always helpful if you approach the issue 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 Coordinator know if this is the case.

**Step 1**

### Talk to the Preschool

Talk to the Coordinator and/or the Preschool SSO.

If it involves the Coordinator talk to the Principal.

If it involves the Principal 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 Preschool 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**

### Contact the Parent Complaint Unit

If you are not satisfied that your complaint has been resolved by the Regional Office you may choose to contact the Parent Complaint Unit for help.

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