



## RAISING & RESOLVING CONCERNS

This procedure is applicable to: all DECD employees.

### DOCUMENT CONTROL

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## REVISION RECORD

Date	Version	Revision description
21/06/13	1 <sup>st</sup> Draft	Draft created and viewed by all Preschool Families
12/08/14	Final Draft	Passed at Preschool Parents Committee Meeting on 12/08/2014 to hand over to Governing Council for ratification
20/08/14	Final Draft	Forwarded onto the Governing Council to be added to the agenda for the next meeting for final ratification
15/09/14	Final Draft	Ratified by Governing Council

## 1. TITLE

### RAISING & RESOLVING CONFLICT

## 2. PROCEDURE DETAIL

### At Tintinara Preschool:

- We believe good relationships between home and Preschool 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/care providers and the Preschool 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 Preschool.

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 Preschool

- This should be the first point of contact. The parent needs to find an appropriate time to talk to the Preschool Coordinator and/or Preschool SSO to discuss their concern. Contact could also be made to the Principal if appropriate. The Preschool Coordinator 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 Preschool SSO then you may prefer to talk to the Preschool Coordinator
- If your concern involves the Preschool Coordinator then you may prefer to talk to the Principal
- If your concern involves the Principal then contact your Regional Office of DECD
- You may choose to write to the Preschool Coordinator, telephone call or email your complaint
- The Preschool Coordinator 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 Preschool or if the Coordinator 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 Preschool 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 Coordinator 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 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 Preschool
- 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
- 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

As outlined above.

Party / Parties	Roles and responsibilities

### 4. MONITORING, EVALUATION AND REVIEW

Review on an annual basis