

**Chandlers Hill Kindergarten
2 Education Rd. Happy Valley, SA 5159**



Parent Complaints Policy

We all expect quality care and education for your children in order for them to reach their full potential. Working together will give us the best chance of solving a problem that might arise during your child's year in kindergarten.

We also recognise that at times things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning, and also improve the processes where possible.

The first step in working through a complaint is to talk to your child's teacher (if it is a classroom concern), and then the director if you are still not happy. If it is a kindy-wide concern then start with the director. Below are some simple steps to keep in mind if you have a complaint:

1. Talk to the relevant staff member involved.
2. See the Kindergarten Director.
3. If the problem is still not resolved to your satisfaction, contact your local regional office of the Department for Education and Child Development – Phone 8207 3700
4. Contact the Parent Complaint Unit hotline – 1800 677 435

While this policy aims to help you raise concerns, keep in mind that we also welcome your positive feedback and compliments.

We all want the best outcome for you and your child.