

## Concerns and Complaints policy

### Outcome:

To ensure effective communication between staff, parents and children and the continuous improvement of procedures and practices that Taikurrendi CFC implements within the site.

### Rationale:

At Taikurrendi CFC we believe parents /carers are partners in the education of children and together we form a community of learners. Communication is essential to a healthy learning community partnership and strengthens engagement in education and the provision of services. Reciprocal communication between parents/carers and Taikurrendi staff is essential children's wellbeing, development and learning.

Communication should always be done in a respectful and safe manner

We are committed to ensuring that all community with parental/carer responsibilities for a young person can raise a concern or complaint, with confidence that it can be heard and responded to in an appropriate and timely manner.

All Taikurrendi families are informed about the avenues for raising a complaint or a concern with DECD at enrolment and if necessitated should a grievance not be resolved satisfactorily.

### Guiding principles:

- All persons in the Taikurrendi community including children, parents/carers, staff and volunteers have the right to be treated with respect and courtesy.
- Parent/carers have the right to raise concerns or make complaints regarding their child and preschool business in general.
- Information about how where and whom complaints can be made is visible and accessible through Taikurrendi procedures and policy folder, on the website and at enrolment.
- Complaints will be acknowledged and addressed promptly in a timely manner.
- Individual complaints will be acknowledged and addressed objectively and without bias.
- The confidentiality of all parties will be maintained wherever possible

## **Voicing a complaint or concern**

If your complaint or concern relates to an issue concerning your child's education and wellbeing you should approach the teacher as soon as possible. It is preferred that parents/carers organise a mutually convenient time to meet with the teacher. If this is not possible a telephone conversation or email is advised.

All complaints and concerns are discussed with the Director who will support the whole process

During this process staff will

- Listen to the complaint or concern
- Record via notes, the communication (Yellow note)
- Identify actions and resolve the issue.

## **Following a Complaint or Concern**

During this process staff will:

- Inform parents/carers of actions taken and outcomes
- Seek feedback to inform improvement
- If appropriate refer the matter to the Director or regional support staff.

## **If a complaint or concern requires further resolution**

Please refer to the DECD document 'Raising a Concern or Complaint' 2013 which informs the process through the appropriate departmental channels. This can be accessed in the Taikurrendi Policies folder and on the Taikurrendi website.

Endorsed: Leadership Feb 2016

Review: 2019