

## RAISING A COMPLAINT

We recognise that sometimes things go wrong and you may feel that your expectations are not being met. If you have an unresolved issue or a complaint, please raise it. It is important we work together, talk, listen and find solutions so we can improve our services to the community.

The following information will walk you through the steps you can take when you have a complaint or concern.

### **Types of concerns and complaints**

You may choose to make a complaint if you believe that our early childhood service has:

- done something wrong
- failed to do something they should have done
- acted unfairly or impolitely.

Your concern or complaint may be about:

- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

Complaints may be about something we have to do because of state or federal law. In such cases we will talk to you and help you understand the requirements and why they exist.

### **Steps to take if you have a complaint.**

#### **Step 1: Talk with us at Lake Wangary Preschool first**

We will try to resolve concerns or complaints at the local level wherever possible. The staff member involved should always be your first point of contact. Make a time to talk with us to discuss your concerns, either in person or over the phone. You may want to put your concerns in a letter or email.

If your concern is about a staff member, then you may wish to contact the Principal. The Principal will look into your concerns and get back to you. The Principal will work with you and the staff member to resolve the issue.

Most complaints are resolved quickly, often within days. The Principal will aim to resolve your complaint within four weeks, although complex and contentious matters may take longer. If this is the case we will advise you.

### **Step 2: Central resolution**

If you are not satisfied that your complaint has been resolved at the local level, you may choose to seek support from our complaints resolution services:

#### **Complaints about education and early childhood services**

Education Complaint Unit

Phone: 1800 677 435

Email: [DECD.EducationComplaint@sa.gov.au](mailto:DECD.EducationComplaint@sa.gov.au)

We can help you by:

- providing advice and support about the issues behind the complaint
- advocating with local sites to ensure all options for resolution have been explored
- objectively reviewing complaints that have not been resolved at the local level, including through a formal review.

### **Step 3: Other ways to resolve your issue**

If we can't resolve your issue through the previous steps, you may choose to seek independent advice and review by an external agency. The circumstances of your complaint will influence whether this option is available.

#### **External agency contact point:**

SA Ombudsman

Toll free: 1800 182 150

Phone: 8226 8699

Email: [ombudsman@ombudsman.sa.gov.au](mailto:ombudsman@ombudsman.sa.gov.au) [www.ombudsman.sa.gov.au](http://www.ombudsman.sa.gov.au)

Depending on the nature of the matter, the Office of the Ombudsman will usually ask if you have taken your complaint to the school or to the DECD Education Complaint Unit before approaching the Ombudsman