

If you have a concern regarding the Director please contact the Education Director of DECD.

CONFIDENTIALITY

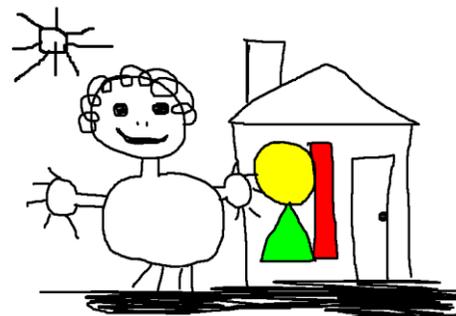
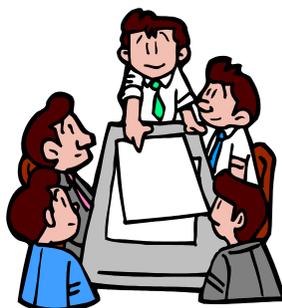
- Concerns and complaints should only be discussed with people who need to know.
- When a complaint is talked about in front of your child, they must know that the issue is confidential and that the adults will sort it out.
- Criticism of the Centre or a staff member does not support your child's care and education because it undermines trust and confidence.

POSITIVE PARENT RELATIONSHIPS

Courtesy between parents and staff helps build good relationships and encourages positive outcomes.

Staff, parents and children should feel secure in the Centre environment without fear of harassment in any form.

Staffs main concern and energy is directed at caring and teaching children and maintaining the care and educational program.



204 Eighteenth Street
Renmark SA 5341

Tel: 85 86 60 63

Fax: 85 86 61 59

Website:

www.childrenscentres.sa.edu.au

RENMARK CHILDREN'S CENTRE

POSITIVE PARENT/STAFF RELATIONSHIPS

***Guidelines for Parents Who Have Issues
Which They Wish to Raise or Discuss***

- **COMPLIMENTS**
- **QUESTIONS**
- **CONCERNS**
- **COMPLAINTS**

INTRODUCTION

We want to hear from you when:

- you think we're doing something well? - ***a compliment***
- you want to know something? - ***a question***
- you think we could do things differently? - ***a concern***
- you're unhappy about something? - ***a complaint***

Parents believe that there are many different areas from which concerns and issues can arise. These areas include:

- other parents
- staff
- children
- decision making
- programmes
- resource management (e.g. grounds, buildings, equipment)

If a parent of our Centre has a concern about a child who is not their child, it is expected that the parent does not approach that particular child but talks to a staff member.

Parents must not directly approach other children

We understand that people with a concern or complaint may feel angry, frustrated and upset. So that we can work together to fix the problem, we need to:

- Stay calm
- Focus on the problem not the person
- Look for answers to suit everyone
- Be prepared to try suggestions



Staff will willingly deal with minor inquiries but should not be expected to deal with more complex issues without notice or to the detriment of their responsibility to the children in their care. If the matter is urgent and the staff member is unable to assist, the Director should be contacted.

Where possible we encourage you to speak directly to the person concerned.

The following guidelines may assist you if you have a concern:

1. If you can, make an appointment to talk with the person involved

By seeing a staff member when the staff member is free, means they can give you their full attention. If after the appointment you consider that the issue you have raised is still unresolved it is important that you state this to the person either at the end of the meeting or next time you meet with them.

2. If the issue or problem is not resolved

Make an appointment with the Director. Let them know what subject you wish to discuss before the appointment as this will help with the process.

3. Meet with the Director

Results of this meeting may include the following:

- an agreed course of action which is documented and monitored
- further discussions with the people involved
- outside support for the child, Centre or family may be sought e.g. Social Worker.

4. If you are still dissatisfied with the outcome of the meeting

Phone or write to the Director again with your concern. If the Centre does not receive further information, it is reasonable for the issue to be considered resolved.

5. If after steps 1 - 4 you are still dissatisfied

Contact the Complaints about education and early childhood services
Education Complaint Unit
Phone: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au

6. If you are still not satisfied

SA Ombudsman
Toll free: 1800 182 150
Phone: 8226 8699
Email: ombudsman@ombudsman.sa.gov.au