Modbury North Kindergarten

# Parent Concern Procedures

## Statement

Our Governing Council and staff consider that a close, respectful and considerate relationship with parents has always been a high priority. We welcome the opportunity to help with your concerns as a way of improving our Centre's operation for the benefit of all students, including your own child. Please take the step of talking to us rather than have an unexplained or unresolved issue. You will always be treated courteously and respectfully.

## Our Procedures

**First step**

Contact a staff member; it could be one with which you have a rapport, or one involved in an issue. This staff member will listen respectfully to your concern. Your concern may be resolved in the first step.

**Second step**

If the issue is about a staff member or you wish to discuss the issue or concern further, please contact the Director, Freda Lam 8264 3025
dl.4635.leaders@schools.sa.edu.au
The Director will arrange, as a matter of high priority, the opportunity to meet and discuss your concerns and ways to resolve them. They will get back to you with any concerns they might need to look into further.

**Third step**

If the content is about the Director, or if you feel that there has been no result in the first and second step, contact the Department for Education Customer Feedback Unit for information, advice and support.

- 1800 677 435
- https://www.education.gov.au/about-department/contact-us/complaints/online-complaint-form to complete an online form
- https://www.sa.gov.au/topics/education-and-learning/general-information/feedback-and-complaints/schools-and-preschools for information about making complaint

**Fourth Step**

Contact the SA Ombudsman

- 1800 182 150
- ombudsman@ombudsman.sa.gov.au

Thank you.