



ADELAIDE WEST SPECIAL EDUCATION CENTRE

PARENT COMPLAINTS POLICY AND PROCEDURES

We all expect quality and expert care and teaching for your child in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's years in preschool and school.

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 processes where possible.

The first step in working through a complaint is to talk to your child's teacher, and then the principal or director if you still are not happy.

About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent if they think that the school has, for example:

- done something wrong
- failed to do something it 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.

Sometimes a complaint is about something we have to do because of State or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

Where to find information

Copies of the school/preschool's *Parent Guide to Raising a Concern or Complaint* brochure are available from Reception and on the school website.

A copy of the brochure is included in information folders provided to all new parents and families.

Steps guiding how complaints should be made are explained in the brochure. Please use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

You might like to visit the department's website at:

www.decd.sa.gov/parentcomplaint

or

email: DECD.parent.complaint@sa.gov.au

There is also a Freecall number 1800 677 435.

Contact persons

Sylvia Flato – Principal

phone: (08) 8248 9100

email: the.principal@adwest.sa.edu.au

Greg Petherick - Western Adelaide Assistant Regional Director

Phone: (08) 8416 7341

In order to resolve issues, complaints received either via phone, email or in writing will aimed be followed up promptly (ideally within in 15 working days). Parents will receive acknowledgment of any complaint with a written response as soon as possible from the Principal.

Teachers, the Principal, and if required, the Assistant Regional Director, will work with parents to resolve any issues or complaints.

Received complaints will be clearly documented and recorded in writing. Actions resulting from the complaint will also be recorded in writing and parents will receive a copy of this action plan.