Aberfoyle Hub Preschool

Parent Concerns and Complaints Policy

Aberfoyle Hub Preschool is committed to working in partnership with parents to resolve any concerns and complaints that they may have about their child’s pre-schooling. This policy provides clear information to parents, staff and the community as to how concerns and complaints will be managed and resolutions found. When staff work with parents to resolve a concern or a complaint they will follow a process that is founded on fairness, impartiality, accessibility, respect and responsiveness. In return, it is expected that parents are respectful, co-operative and courteous to staff and that they are realistic and reasonable about what course of action is required to resolve their concern or complaint. Confidentiality should be adhered to throughout the complaint resolution process.

Complaint resolution stages for parents

Stage 1 – Raise the concern
The preschool should always be the first point of contact. The parent needs to find an appropriate time to talk to the staff member concerned or the director. The director will work with the parent and the staff member to resolve the issue. The preschool will aim to resolve the concern or complaint within 15 working days.

Stage 2 – Contact the regional office
If the parent is not satisfied that their complaint has been resolved by the preschool, they may choose to contact the regional office for help. The regional office will review the complaint and aim to resolve it within 20 working days.

Stage 3 – Parent Complaint Unit
The parent complaint unit can provide advice and support to parents about their concern or complaint and can objectively review complaints that have not been resolved at the preschool or regional level. The unit will be asked to assess the complaint and decide what action is needed.

Rights and responsibilities
When raising a concern or complaint with staff, parents can expect to:
• be treated with respect, courtesy and consideration
• have the complaint dealt with in a confidential and timely manner
• have access to appropriate and easily understandable information regarding the complaint resolution process
• have the complaint considered impartially and in accordance with due process and principles of natural justice
• be kept informed of the progress and outcome of their complaint.

We request that when making a complaint parents will:
• treat other parties with respect, courtesy and maintain confidentiality
• raise the concern or complaint as soon as possible after the issue has arisen
• provide complete and factual information about the concern or complaint
• ask for assistance or further information as needed
• act in good faith to achieve an outcome acceptable to all parties
• have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

Endorsed by Staff and Governing Council 1st June 2015