PARENT / CAREGIVER CONCERN OR
COMPLAINTS PROCEDURE

If you have any concerns or issues regarding your child's Preschool or schooling experiences please follow the following steps to resolve them.

If the matter concerns your child's class and something that happens in the classroom or school yard, your first step should be to approach the class teacher. Ask to meet at a mutually convenient time to discuss the issue. Usually by sitting down and discussing the issues or concerns, resolutions are reached.

Occasionally there are some issues that need further time. You could ask for the Principal or Senior Leader to join the discussion, and arrange to meet with them to help resolve the issue. Sometimes people feel comfortable if a partner or friend attends the meeting too. This is a great idea. Remember, we want you and your family to be happy and settled in our school.

Parents and Caregivers may also contact the DECD Parent Complaint Unit on 1800 677 435.

If the matter concerns broader school policy, the school council may be an appropriate forum to raise your concern. Contact one of the parent representatives, or write to the school council or make an appointment to see the Principal or Senior Leader.

If your child is in conflict with another child, do not approach that child or their parent yourself. Contact the class teacher, or the Principal or Senior Leader and let them know what has happened.

If you have a dispute or disagreement with another member of the community, attempt to resolve it outside of school, without involving your children, or ask school leadership staff to intervene on your behalf.

Your child’s learning and well-being is our concern too, and we will work with you to ensure things are right. By listening to your concerns and joining in respectful conversation, the majority of grievances are resolved satisfactorily for all.
Parent/Caregiver Concern or Complaint Procedure

If you have any concerns or issues regarding your child’s Preschool or schooling experiences please follow the steps on this diagram to resolve them. We ask that you take issues up at the classroom/preschool teacher level first where-ever possible but the procedure may start at Step 2 if it is a situation where the teacher cannot help, and Step 3 where leadership cannot help you.

Parent/Caregiver has a concern or complaint

Class issue

1) Make an appointment with your child’s teacher and discuss the issue

Matter resolved

Matter not resolved

Not class issue

2) Make an appointment with the Principal or Deputy Principal to discuss the issue

Matter resolved

Matter not resolved

3) Contact DECD Parent Complaint Unit on 1800 677 435 to discuss concerns or seek further advice. More information about this is on our school website