



MICHELLE DeGARIS MEMORIAL KINDERGARTEN

10 Price Avenue, Naracoorte S.A. 5271
Telephone (08) 8762 1086, Fax (08) 8762 0862

GRIEVANCE PROCEDURE

For Parents/Caregivers if you have an issue.

- Raise the matter with the Centre via the telephone (87621086), or in person, to make an appointment with Gerry or the staff person involved.
If satisfied...Great!
If not...Then...
- Make an appointment to see the Director of the Centre, Gerry Mathieson. Inform them of what is going to be raised, and who is involved.
If satisfied...Great!
If not...Then...
- Contact the District Director, David Chadwick or his assistant, Chris Sheldon at the Limestone Coast Regional Education Office (Phone -08 87245300). The Director will be informed.
If satisfied...Great!
If not...Then...

Contact the DECD Parent Complaint Unit (Phone 1800677435 or email DECD.ParentComplaint@sa.gov.au)

The Parent Complaint Unit has a dual function:

- To provide advice and support to parents about their concern or complaint
- To objectively review complaints that have not been resolved at the school or regional level.

A parent may contact the unit's hotline at any time to discuss their concern or complaint or to seek advice. Staff will follow up at a later stage to check about progress.

If you have an issue with another Family, please discuss it with the Director, Gerry, FIRST.

Please Note: - If you are unsure about an issue that your child has raised, contact the Centre, bearing in mind that you only have one side of the story. By working together, we can usually resolve the issue.

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.

CONFIDENTIALITY should be observed at all times by both parties. However, parents may wish to seek support from friends, but, should do this wisely and not in the hearing of children, especially when discussing the Centre and/or the staff.



Government of South Australia

Department for Education and
Child Development