Para Hills West Preschool

Parent/ Caregiver Complaint Procedures

At Para Hills West Preschool we are committed to delivering high quality education and care. We value positive and effective relationships with families and the community in order to provide the best opportunities for children to experience high levels of wellbeing and to support learning and achievement for all children. We endeavour to provide a caring, inclusive, responsive and respectful preschool experience for all of the staff, children and families.

From time to time parents may have concerns about what happens at the preschool. We really want to know about your concerns and work with you to resolve them.

In order to help us to work together we have developed a Parent Grievance Procedure (endorsed by the Governing Council July 2012).

As a parent it is your right to use the Grievance Procedure but we ask that you observe the following responsibilities if using the Grievance Procedure:

- Negotiate an appropriate time to meet with the staff member or Director
- Please do not approach families or other children
- Only discuss information relevant to your child
- Seek to resolve it in a way that respects the needs of those involved
- Keep information discussed at the meeting confidential

Parent Grievance Procedure

Negotiate a time to meet with the staff member to discuss the concern

Resolved

Negotiate a time to meet and discuss the concern further with the Director

Resolved

Not Resolved

Contact the Regional Office to discuss the issue
Phone: 8256 8111

If the concern remains unresolved you may contact the Parent Complaint Unit
1800 677 435

Please see the leaflet ‘Parent guide to raising a concern or complaint’ for further information (hard copies are included in the preschool enrolment pack, are available from the preschool or can be viewed on the preschool website.)