Parent Complaint or Concern Policy

Policy ID No. PO4A/4676

MANAGER: Preschool

Responsible position: Director

Version: 5

Approved by: Staff

Date approved: 23/06/2016

Governing Council

Next review date: June 2017
Woodside Preschool is a busy and dynamic worksite with a dedicated staff team who strive for quality outcomes for the children and families of the Woodside Preschool community.

Pivotal to successful centre outcomes are successful staff/parent/caregiver relationships.

Our centre ethos aims to promote relationships based on open communication, respect, empathy and a willingness to work together in finding creative solutions to concerns and complaints.

As a staff team we aim to view your concerns, complaints, questions and queries as an invitation to enter into a problem solving process together to find a solution. We aim to view the situation as a positive opportunity for improvement.

**Parent Concern or Complaint Procedure**

1. Refer to the Parent guide to raising a concern or complaint as per back page.

2. Refer to the Parent concern or complaint flowchart.

3. Refer to the 12 skills of Conflict Resolution.
# Twelve Skills of Conflict Resolution

<table>
<thead>
<tr>
<th>Win/Win</th>
<th>Creative Response</th>
<th>Empathy</th>
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<tbody>
<tr>
<td>Go back to needs</td>
<td>Ah conflict what an opportunity</td>
<td>Check how it is from the other side</td>
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<tr>
<td>Appropriate Assertiveness</td>
<td>Co-operative Power</td>
<td>Managing Emotions</td>
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<tr>
<td>Say how it is from my side</td>
<td>We do it better together</td>
<td>Don’t indulge</td>
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<tr>
<td></td>
<td></td>
<td>Don’t deny</td>
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<td></td>
<td></td>
<td>Create richer relationships</td>
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<tr>
<td>Willingness to Resolve</td>
<td>Mapping the Conflict</td>
<td>Development of Options</td>
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<tr>
<td>Which “coloured glasses” am I looking through?</td>
<td>What are the needs? What are the fears?</td>
<td>New choices for better solutions</td>
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<tr>
<td>Negotiation Skills</td>
<td>Third Party Mediator</td>
<td>Broadening Perspectives</td>
</tr>
<tr>
<td>Soft on the people</td>
<td>Providing a safe learning environment</td>
<td>Solutions that reflect all points of view</td>
</tr>
<tr>
<td>Hard on the problem</td>
<td></td>
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</table>
PARENT CONCERN OR COMPLAINT FLOWCHART

If the issue is with a staff member

Firstly make a time to discuss issue with the staff member

Resolved

Not Resolved

Make a time to discuss with the Director

Resolved

Not Resolved

Contact Regional Director – Gerri Walker 83144025 DECD

If the issue is with the operation of the program or with team

Make a time to discuss with the Director

Resolved

Not Resolved

Contact Education Director – Gerri Walker at DECD – 83144025

Parent Complaint Unit
Department for Education and Child Development
1800 677 435 (Freecall)
DECD.parentcomplaint@sa.gov.au