

Parent Guide to Making a Complaint

We want you to let us know if you have a concern or complaint because we are always looking for ways to improve our service.

Your concerns may be about:

- your child
- the type, level or quality of services
- the behaviour and decisions of staff
- a policy, procedure or practice.

All staff at this centre will be able to help you. A plan of action and a timeframe can be negotiated at the centre level.

The brochure ***Parent Guide to Raising a Concern or Complaint*** is available from this centre or from the Department for Education and Child Development website, www.decd.sa.gov.au/parentcomplaint is a useful resource for raising and resolving complaints as it explains in detail the rights and responsibilities of all parties.

If you need help from the department you can contact the regional office on 8256 8111 or contact the Parent Complaint Hotline 1800 677 435.