Warradale Kindergarten

Raising & Resolving Conflict Flow Chart

Step 1

Talk to the Kindergarten
Talk to the Director, Teacher or Governing Council Member.
If it involves the teacher or ECW talk to the Director
If it involves the Director contact the Education Office

This could be in person, via letter, telephone call or email.
Ph: 08 82961035
Email: dl.3698.leaders@schools.sa.edu.au
The Kindergarten will aim to resolve your complaint within 15 working days.

Step 2

Contact the Education Office
If you are not satisfied that your complaint has been resolved by the Kindergarten you may choose to contact the Flinders Park Education Office on 8416 7300 for help

The Education Office will review your complaint
The Education Office will aim to resolve your complaint within 20 working days

Step 3

Parent Complaint Unit

This unit has a dual function to provide support and advice for parents about their concerns or complaint and to objectively review complaints that have not been resolved at the Kindergarten or Partnership level.
Ph: 1800 677 435
Email: DECD.EducationComplaint@sa.gov.au
Web: decd.sa.gov.au/parentcomplaint

It is always helpful if you approach in a calm and honest manner
Approaching a child directly is not appropriate action
At times and for a variety of reasons you may not feel you can talk to the person directly as the first point of call, please let the Director know.

We request that when making a complaint parents will:
Treat other parties with respect, courtesy and maintain confidentiality
Raise the concern of complaint as soon as possible after the issue has arisen
Provide factual information
Ask for assistance or further information as needed
Act in good faith
Have realistic and reasonable expectations about the course of action
Support the centres policies and procedures

Expectations & Responsibilities
Parent and Children can expect:
A safe learning environment
A balanced curriculum
Information regarding the Centre Policies & Procedures
Opportunities to be involved in all aspects of the Kindergarten
Be treated with respect, courtesy and consideration
Confidentiality