



## TORRENS VALLEY CHILDREN'S CENTRE INC.

(ABN No. 72 250 859 178)

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### Parent/Caregiver Complaint Policy

We all expect quality and expert education/teaching for your child, in order that they achieve their potential. Working together will give us the best chance of solving a problem that may arise during your child's time in our centre.

We also recognise that at times, things may go wrong. If you have a concern or a complaint, we want you to let us know. It's important to learn from mistakes or misunderstandings so that we can improve your child's experience and learning and also improve processes where possible.

#### About complaints or concerns

This information may be helpful in explaining what a complaint is:

A complaint may be made by a parent/caregiver if they think that the centre has, for example:

- Done something wrong
- Failed to do something it should have done
- Acted unfairly or impolitely

Your concern or complaint may be about:

- The type, level or quality of services
- The behaviour and decisions of staff
- A policy, procedure or practice
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Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.

The first step in working through a complaint is to talk to the staff member involved, then to the Assistant Director (Kate F) or Director (Jayne) if you are still not happy.

In the unlikely event that the matter has not been addressed to your satisfaction, you can contact the DECD Complaint Unit - ph. 1800 677 435. You are able to contact the Complaint Unit at any time to talk through your concerns.

Reviewed April 2016

Next Review Date April 2019

