



## 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/inappropriate
- 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

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.

Steps to making a complaint:

1. Talk to the staff member/s involved
2. If this is not possible, or has not been to your satisfaction refer to assistant Directors Kate F or Sue (Child Care only) or Director, Jayne (Kindy or Child Care).
3. In the event that you are still not satisfied, you can contact the Depart for Education Customer feedback Unit - ph. 1800 677 435 at any time.

Reviewed: June 2020

Next Review Date: June 2023

