Parents Complaint Policy

The Department for Education and Child Development has implemented the Parents Complaint Policy. The information is available on the website at www.decd.sa.gov.au and a paper copy is available from the centre. It includes information regarding the policy and procedures for addressing any parent complaints in the preschool and school sectors.

In addition the staff at the Salisbury Kindergarten have created an outline of the steps that we would take in addressing a complaint or issue that you may raise.

At the Salisbury Kindergarten, the following staff are available to help you with any issues or complaints you would like to raise:

Director: Rebecca Marshman
Teacher: Sue Cox
ECWs: Linda Burgess, Margaret Fleming

If your issue is one that cannot be resolved immediately, we would ask that you please speak with the Director. Rebecca will be happy to discuss the situation with you.

Please be aware that it may be necessary to make a time to discuss the situation. This allows all concerned the opportunity to give the matter the time it deserves. It may also be useful to have this time to gather and research further information.

Your complaint will be recorded and kept on file at the site, along with outcomes of the discussion and any other documentation collected.

If you feel, after meeting with the director, that the matter needs further investigation we would ask you to contact the Education Director on 83144025

Confidentiality: Any discussions will remain confidential.