Outcome:
To ensure effective communication between staff, parents and children and the continuous improvement of procedures and practices that Taikurrendi CFC implements within the site.

Rationale:
At Taikurrendi CFC we believe parents/carerers are partners in the education of children and together we form a community of learners. Communication is essential to a healthy learning community partnership and strengthens engagement in education and the provision of services. Reciprocal communication between parents/carers and Taikurrendi staff is essential children’s wellbeing, development and learning. Communication should always be done in a respectful and safe manner.

We are committed to ensuring that all community with parental/carer responsibilities for a young person can raise a concern or complaint, with confidence that it can be heard and responded to in an appropriate and timely manner.

All Taikurrendi families are informed about the avenues for raising a complaint or a concern with DECD at enrolment and if necessitated should a grievance not be resolved satisfactorily.

Guiding principles:
- All persons in the Taikurrendi community including children, parents/carers, staff and volunteers have the right to be treated with respect and courtesy.
- Parent/carers have the right to raise concerns or make complaints regarding their child and preschool business in general.
- Information about how where and whom complaints can be made is visible and accessible through Taikurrendi procedures and policy folder, on the website and at enrolment.
- Complaints will be acknowledged and addressed promptly in a timely manner.
- Individual complaints will be acknowledged and addressed objectively and without bias.
- The confidentiality of all parties will be maintained wherever possible.
Voicing a complaint or concern

If your complaint or concern relates to an issue concerning your child’s education and wellbeing you should approach the teacher as soon as possible. It is preferred that parents/carers organise a mutually convenient time to meet with the teacher. If this is not possible a telephone conversation or email is advised.

All complaints and concerns are discussed with the Director who will support the whole process
During this process staff will
- Listen to the complaint or concern
- Record via notes, the communication (Yellow note)
- Identify actions and resolve the issue.

Following a Complaint or Concern

During this process staff will:
- Inform parents/carers of actions taken and outcomes
- Seek feedback to inform improvement
- If appropriate refer the matter to the Director or regional support staff.

If a complaint or concern requires further resolution

Please refer to the DECD document ‘Raising a Concern or Complaint’ 2013 which informs the process though the appropriate departmental channels. This can be accessed in the Taikurrendi Policies folder and on the Taikurrendi website.

Endorsed: Leadership Feb 2016

Review: 2019