



Hendon Preschool

Parent Complaint Guidelines

Quality Area 7 – Governance and Leadership

As a preschool we are committed to working together to meet the educational needs of our students.

This occurs most effectively when educators, students and parents are working towards the same ends, which can only happen if there is trust, and open and effective communication between the people who make up the school community.

Raising Concerns:

- Good relations between home and the Preschool give a greater chance of success.
- From time to time parents/care-givers will have concerns about what happens at preschool.
- When this happens you need to be aware of the appropriate way to have the concern heard and acted upon.
- The concerns may relate to any aspect of per school life.

What to do if you have a concern

Please refer to the *“Raising a Complaint with DECD”* brochure which is available from preschools.

You can assist resolution of your problem by:

- Confronting the issue, rather than trying to ignore it.
- Stating it clearly and objectively, giving specific instances where appropriate.
- Seeking a “Win-Win” solution that attempts to meet the needs of those concerned.

Monitoring, Evaluation and Review

This guideline has been developed by Hendon Preschool. It will be reviewed and evaluated regularly by educators and modified as required to ensure continued relevance for Hendon Preschool.

This guideline will be reviewed by all permanent/contract educators upon commencement at Hendon Preschool and when changes are made. It will be available for all Relief Educators near the Visitor Sign In Sheet.

Review as required to ensure continued relevance for Hendon Preschool.

Created 17/05/2017

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