Concerns and Complaints
Policy Statement 3

Aim:
To ensure effective communication between staff, parents and children and the continuous improvement of the Nest and the practises and procedures used within this service.

Explanation:
In the Nest at Alberton Primary School we believe parents are partners in the education of children and together we form a community of learners. Communication is essential to a healthy learning community partnership. Regular two way communication between partners/careers and the Nest Staff is essential to children's wellbeing and in helping children achieve their potential.

Communication should always be done in a respectful and safe manner.

We are committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

Guiding Principles

1. All persons in the Nest community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the school's values.
2. Parents/carer givers have the right to raise concerns and make enquires or complaints about any aspect of preschool life.
3. Information about how, where and to whom complaints can be made is visible and accessible through Nest procedures and policies folder and on the Alberton Primary School Website.
4. Complaints will be acknowledged and addressed promptly with in specified timelines.
5. Individual complaints will be assessed objectively and without bias.
6. The confidentiality of all parties will be maintained wherever possible.
7. The majority of concerns are raised and discussed during parent information sessions held during term 1 of the school year. It is an expectation that parents attend; as stated in The Nest Orientation Policy 2015.
Voicing a Complaint or Concern

If your complaint or concern relates to an issue concerning your child’s education or experiences you should talk to the teacher as soon as possible.

It is preferred that parents and carers organise a mutually convenient time to meet the teacher. If this is not possible please feel free to discuss the issue via a telephone conversation or voice the issue via email.

All complaints and concerns are discussed with the Early Years Co-ordinator. The Early Years Co-ordinator is included in the whole process.

During this process staff will:

- Listen to the complaint or concern.
- Record via notes, the correspondence/conversation.
- Identify actions to resolve the concern.

Following a Complaint or Concern

During this process staff will:

- Inform parents and caregivers of actions taken and results.
- Seek feedback on how things are going; working/not working.
- If appropriate refer the matter to the School Principal.

If a Complaint or Concern Requires Further Resolution

Please refer to the Alberton Primary School ‘Grievance and Complaints’ policy located on the Alberton Primary School Website or in the Nest ‘Policy and Procedures’ folder.

Principal

Governing Council