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Good relationships between the preschool and its community give your children a greater chance of success.

It is only natural that from time to time parents have concerns about what happens at preschool or Rural Care.

Your concerns may relate to either staff performance or preschool and Rural Care policies.

Should this happen, it is important to know the correct way to have your concerns acted upon.

At Melrose Outreach Preschool and Rural Care we have a process which allows this to happen.

## **PRESCHOOL AND RURAL CARE TEAM**

**PRESCHOOL DIRECTOR  
JENNY STRINGER**

**PRESCHOOL TEACHER  
ANGELA HAMLYN**

**KINDY ECW  
KAREN BLESING**

**PRESCHOOL SUPPORT  
KAREN BLESING**

**RURAL CARE ECW  
ELIN GRIFFITHS**

**RURAL CARE ECW  
RACHEL YATES**

**RURAL CARE ECW  
VANESSA HOOK**

**YOU ARE  
WELCOME  
TO CONTACT  
US AT ANYTIME.**



**PHONE: 08 8666 2145  
FAX: 08 8666 2201  
JENNY'S MOBILE: 0429 697 245**

## **MELROSE OUTREACH PRESCHOOL AND RURAL CARE GRIEVANCE PROCEDURE**



## **QUALITY SCHOOL COMMUNITY RELATIONSHIPS**

## **PARENT & COMMUNITY COMPLAINT POLICY**

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**PARENT CONCERN WITH CENTRE POLICY**



AT A MUTUALLY CONVENIENT TIME DISCUSS THE CONCERN WITH A GOVERNING COUNCILLOR AND ASK FOR IT TO BE PLACED ON THE AGENDA FOR NEXT MEETING



OR PHONE FOR AN APPOINTMENT TO MEET WITH THE PRESCHOOL DIRECTOR TO DISCUSS YOUR CONCERNS



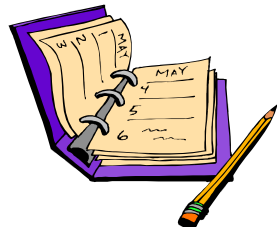
RESOLVED



NOT RESOLVED



CONTACT THE Yorke and Mid North Regional OFFICE ON 8632 0600 TO DISCUSS THE CONCERN.



**PARENT CONCERN WITH PRESCHOOL DIRECTOR or TEACHER PERFORMANCE**



PHONE FOR AN APPOINTMENT TO MEET WITH THE PRESCHOOL DIRECTOR TO DISCUSS YOUR CONCERN



RESOLVED



NOT RESOLVED



CONTACT THE Yorke and Mid North Regional OFFICE ON 8632 0600 AND MAKE A TIME TO DISCUSS THE CONCERN.



We will document complaints and reply to complainants in 5 working days as per DECD Policy and Procedures (March 2012)

**PARENT CONCERN WITH EARLY CHILDHOOD WORKER PERFORMANCE**



PHONE FOR AN APPOINTMENT TO MEET WITH THE ECW TO DISCUSS YOUR CONCERN



RESOLVED



NOT RESOLVED



PHONE FOR AN APPOINTMENT TO MEET WITH THE PRESCHOOL DIRECTOR AND/OR NOMINEE TO DISCUSS YOUR CONCERN. THE PRESCHOOL DIRECTOR WILL INVESTIGATE THE ISSUE AS PART OF THEIR SUPERVISORY ROLE AND MAY ARRANGE A FURTHER MEETING WITH YOU AND THE STAFF.



RESOLVED



NOT RESOLVED



CONTACT THE Yorke and Mid North Regional OFFICE ON 8632 0600 AND MAKE A TIME TO DISCUSS THE CONCERN.



RESOLVED



NOT RESOLVED



CONTACT THE PARENT COMPLAINT UNIT  
1800 677 435 or email  
DECD.ParentComplaint@sa.gov.au