

Flow Chart: DECD procedure for managing parent concerns and complaints

These procedures do not apply to the management of complaints or matters for which rights of appeal or review are provided for under specific legislation or another policy or procedure including allegations of employee misconduct (criminal matters, child protection, corruption etc) and employee disputes and grievances.

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In partnership with parents, site leaders develop procedures to assist in the resolution of parent complaints at the preschool or school level.

All DECD employees will respect the right of the complainant to make a complaint and manage complaints in a respectful, confidential, impartial and timely manner that reflect, from beginning to end, the principles of natural justice and procedural fairness.

All parties involved are able to bring a support person to any of the meetings held as part of a (informal or formal) complaint management process.

