

The Children's House Montessori Preschool

COMPLAINTS PROCEDURE

Step 1

If you are worried about your child or some aspect of the service provided by this centre, firstly talk to your child's directress. We take all parent concerns and worries seriously and perhaps there is an aspect of our service that needs clarifying. This also goes for suggestions.

In general, the Directress will endeavor to find a suitable resolution to an issue raised within 5 working days. If the complaint is of a more serious nature, it may have to be escalated to the next step sooner.

Step 2

If you are unhappy with the response given then lodge a complaint with the Authorised Supervisor at the centre. You may request that the class co-ordinator or vice chair officer for grievances be present at the meeting.

A copy of the Complaints Procedure should be provided to the parents along with the complaints form.

The Authorised Supervisor will provide weekly updates to the parent while finding a suitable resolution to the problem reported.

Your Authorised Supervisor at the Children's House Montessori Pre School is Denise Underwood.

Step 3

If the problem is not resolved to your satisfaction, the next step is to put the complaint in writing to the Vice Chair of the School Council. The Vice Chair may seek to independently resolve the concern/complaint or discuss with chairperson.

The parent has the right to address the council. The council may wish to make a decision without the presence of the parent once it is satisfied that all the relevant information has been presented.

The Vice Chair will provide updates to the parent and the council while seeking a suitable resolution to the problem. All discussions/decisions to be in writing.

The name of the parent is to be kept confidential between the Directress/Authorised Supervisor/Vice Chair/Liaison Officer.

Step 4

If the problem has still not been resolved to your satisfaction, following the steps given above, you can contact the Community Services Commission (1800 060 409).

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Complaints Form

From the time a complaint is first made to a Directress through to its resolution, the details of the complaint and the subsequent step(s) taken to resolve it will be recorded on a Complaints Form.

In Summary

Obviously, the school hopes that all complaints can be addressed promptly to both the parent's and the school's satisfaction. The procedure set out above aims to have complaints resolved internally without having to be escalated to Department of Community Services. As a parent run school, we are all volunteers and are not expected to have all the answers but we are willing to learn and make the necessary changes to improve the service.