At Morgan Preschool we welcome contact from parents/caregivers and promote open and honest communication. It is often that contact which provides the preschool with information for change and improvement. We hope that you feel that you are able to approach us about any areas of concern. We also hope that you raise issues as soon as they arise rather than letting them build up.

Your concern may be about:
- centre issues
- preschool policies
- children’s learning
- reporting children’s learning
- another preschool related issue.

The procedures to be followed:
In the first instance talk to the person who knows about the situation:
- The relevant staff member – the staff member will meet, listen, document, discuss course of action and outcomes to resolve the concern and follow up later with the parent to ensure outcome satisfaction.
- and/or the Director – the Director will acknowledge the complaint, collect information from parties involved and then meet with you. Outcomes will be communicated to all parties, in writing. A review meeting will be arranged, if needed.

It always helps the situation if you are calm and honest in your approach. You should not approach other children directly. There are times, when for a variety of reasons, you may feel that you are unable to talk to the person described as the first point of call. If this is the case, let the Director know. Where possible it is best to speak directly with the person concerned.

Your concern deserves time in order to be resolved. Let the person know about your concern with a discussion, note or telephone call. This means that they will be prepared and have all the necessary information. A time can then be made that suits you both. If, together, you are not able to sort out the problem, let the person know that you intend to speak to someone else.

Arrange a time to speak to the Director providing information that will make the meeting as useful as possible.

If at the end of this meeting the problem is still not able to be resolved, you may contact the Regional Office. The Regional Office will need to know that attempts have been made to sort out the issue first using the process described above.

If you still feel the issue has not been resolved, contact the Parent Complaint Unit where support, advice and a review will be undertaken.

Please note that all complaints are taken seriously and we appreciate your honesty and cooperation.