How Parents/Guardians can get help with a concern or complaint

Kapunda Kindergarten Personnel abide by the 'Kapunda Kindergarten Procedures for Managing Parent Concerns and Complaints', which are in line with the 'Parent Complaint Policy: A Guide to raising a concern or complaint'.

**Step 1**
- **Preschool Concern (Start Here)**
- Contact Principal / Director or delegate
- concernResolved?
  - Yes, Resolved
  - No
- It is always preferable to make an appointment for face to face meetings

**Step 2**
- Note: Regional Office personnel will expect that attempted resolution has occurred by working with the Barossa site leader in the first instance
- Contact the Regional Office 8522 0900
- concernResolved?
  - Yes, Resolved
  - No

**Step 3**
- Contact DECD Parent Complaint Unit 1800 677 435

**Step 4**
- If the matter is still unresolved it may be referred to the State Ombudsman
  - www.ombudsman.sa.gov.au