

**Deakin Preschool – Dealing with Complaints**

DeakinPreschool encourages open communication between parents/carers and educators.  Parents/ carers are encouraged to communicate either by speaking to teachers after school, phoning, emailing or making an appointment to organise a meeting time.

At enrolment or before children start preschool a meeting is arranged between the parents/carers and the teacher.  This meeting is an opportunity for information to be exchanged about each child and for the teachers to explain the routines and programs in the preschool.

There are various reporting processes during the year where children’s learning experiences can be shared.  At the end of term two and four a written report is completed and a verbal interview offered.

Parents/carers who wish to raise a concern about the preschool are encouraged to speak to their child’s teacher or educational leader in the first instance.  If they feel the issue has not been resolved they can make an appointment to see the principal.

In the case that the issue is still not resolved parents/carers can contact the Liaison Unit on 62055429 or

[DET.CommunityLiaison@act.gov.au](mailto:DET.CommunityLiaison@act.gov.au)

Information on the complaints process is displayed at the preschool.