

# Parent Feedback

**Parent Feedback is a fantastic way of receiving communication from your parents to educators. These messages will also appear in your software for a service to view.**

**Parents can leave a comment or ask questions via the parent portal through:**

- **The daily diary**
- **My Portfolio**
- **Programming**

**As a service you can then view this feedback through your system.**

**This tip sheet will walk you through:**

- [Accessing parent feedback](#)
- [Searching and viewing feedback](#)
- [Replying to feedback](#)
- [Troubleshooting](#)

## Summary

*You can access Parent Feedback in two ways:*

1. On your WorkCentre click on the tile Parent Feedback
- Or*
2. Click onto the Child Care menu and Select Parent Feedback

*Replying to Feedback*

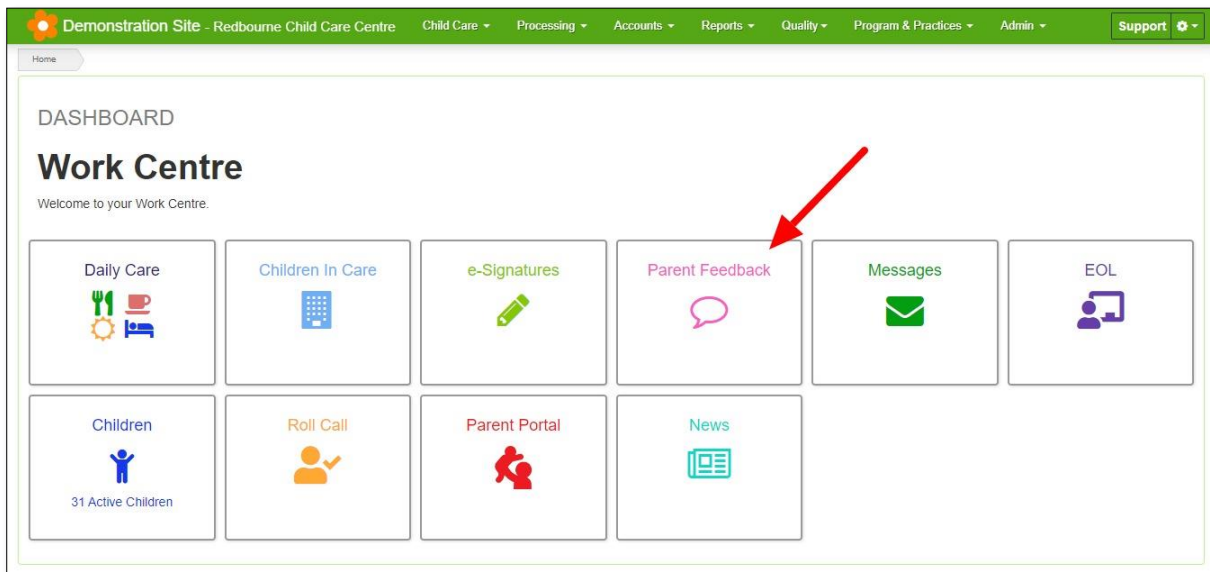
1. Click the magnifying glass
2. Click Reply
3. Enter your response and any file uploads
4. Click Send

# Parent Feedback

## Detailed

You can access Parent Feedback via:

1. On your Work Centre click on the tab **Parent Feedback**:



2. Navigate to the Child Care Menu and select **Parent Feedback**:



The following will then appear displaying all feedback messages the parent and/or service has sent:

**PARENT FEEDBACK**

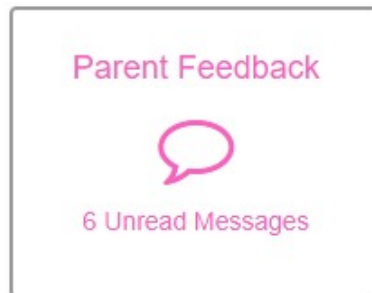
Date From:  Date To:   Show only unread messages Reset

Date Sent	Status	Parent/Guardian	Child	Subject	Response DateTime	
07/06/2022 04:03 PM	Sent	Buck, Elthen		community services		<input type="button" value="Q"/>
29/04/2022 10:01 AM	Read	Sally Black	Sandra Black	Frogs 29/04/2022	29/04/2022 10:01 AM	<input type="button" value="Q"/>
26/03/2021 01:22 PM	Sent	Andrew Blue		paperwork needed signature		<input type="button" value="Q"/>
02/11/2020 09:17 AM	Read	Christina Charles		test	02/11/2020 09:17 AM	<input type="button" value="Q"/>
19/05/2020 01:57 PM	Sent	Christina C	Izzy C	All About Our Day 04/04/2019		<input type="button" value="Q"/>
19/05/2020 01:55 PM	Read	Christina Charles		hi	19/05/2020 01:55 PM	<input type="button" value="Q"/>
12/05/2020 11:15 AM	Sent	Christina Charles		asdf		<input type="button" value="Q"/>
06/02/2020 03:07 PM	Read	Christina Charles		subject	06/02/2020 03:07 PM	<input type="button" value="Q"/>
30/10/2019 01:50 PM	Read	Christina Charles	Izzy Charles	Easter Craft 08/04/2019	30/10/2019 01:50 PM	<input type="button" value="Q"/>
26/09/2019 11:19 AM	Read	Christina Charles	Izzy Charles	End of Year Program 03/12/2018	26/09/2019 11:19 AM	<input type="button" value="Q"/>
23/07/2019 02:17 PM	Read	Christina C	Izzy C	Christmas Craft 13/12/2018	23/07/2019 02:17 PM	<input type="button" value="Q"/>
21/06/2019 09:04 AM	Read	Christina C	Izzy C	Painting with Izzy 01/04/2019	21/06/2019 09:04 AM	<input type="button" value="Q"/>

1 - 12 of 12 items

### Searching and Viewing Feedback

The number displaying on the parent feedback tile will let you know the number of unread feedback:



When you click into the Parent Feedback window you can use the filters at the top of the screen to narrow down the list of messages:


Date From:  Date To:   Show only unread messages

Each column heading also has its own search filter:

Date Sent	Status	Parent/Guardian	Child	Subject	Response DateTime	
02/11/2020 09:17 AM	Read	Christina Charles		test	02/11/2020 09:17 AM	<input type="button" value="Q"/>
19/05/2020 01:57 PM	Sent	Christina C		All About Our Day 04/04/2019		<input type="button" value="Q"/>
19/05/2020 01:55 PM	Read	Christina Charles			19/05/2020 01:55 PM	<input type="button" value="Q"/>
12/05/2020 11:15 AM	Sent	Christina Charles				<input type="button" value="Q"/>
06/02/2020 03:07 PM	Read	Christina Charles			06/02/2020 03:07 PM	<input type="button" value="Q"/>
30/10/2019 01:50 PM	Read	Christina Charles	Izzy Charles		30/10/2019 01:50 PM	<input type="button" value="Q"/>
26/09/2019 11:19 AM	Read	Christina Charles	Izzy Charles	End of Year Program 03/12/2018	26/09/2019 11:19 AM	<input type="button" value="Q"/>

A red arrow points to the "Parent/Guardian" column header. A dropdown menu is open, showing "Columns" and "Filter" options. The "Filter" dropdown is further open, showing "Show items with value that:" with a "Contains" filter selected and the text "Christina" entered in the search box. There are "Filter" and "Clear" buttons at the bottom of the filter dropdown.

Click on the  symbol to view the parent feedback:

Date Sent	Status	Parent/Guardian	Child	Subject	Response DateTime	
07/06/2022 04:03 PM	Sent	Buck, Ethen		community services		
29/04/2022 10:01 AM	Read	Sally Black	Sandra Black	Frogs 29/04/2022	29/04/2022 10:01 AM	
26/03/2021 01:22 PM	Sent	Andrew Blue		paperwork needed signature		
02/11/2020 09:17 AM	Read	Christina Charles		test	02/11/2020 09:17 AM	
19/05/2020 01:57 PM	Sent	Christina C	Izzy C	All About Our Day 04/04/2019		
19/05/2020 01:55 PM	Read	Christina Charles		hi	19/05/2020 01:55 PM	
12/05/2020 11:15 AM	Sent	Christina Charles		asdf		
06/02/2020 03:07 PM	Read	Christina Charles		subject	06/02/2020 03:07 PM	
30/10/2019 01:50 PM	Read	Christina Charles	Izzy Charles	Easter Craft 08/04/2019	30/10/2019 01:50 PM	
26/09/2019 11:19 AM	Read	Christina Charles	Izzy Charles	End of Year Program 03/12/2018	26/09/2019 11:19 AM	
23/07/2019 02:17 PM	Read	Christina C	Izzy C	Christmas Craft 13/12/2018	23/07/2019 02:17 PM	
21/06/2019 09:04 AM	Read	Christina C	Izzy C	Painting with Izzy 01/04/2019	21/06/2019 09:04 AM	

### Replying to Feedback

You can reply to any feedback displaying in the grid. To do this simply click on the magnifying glass to view the feedback.

Date Sent	Status	Parent/Guardian	Child	Subject	Response DateTime	
07/06/2022 04:03 PM	Sent	Buck, Ethen		community services		
29/04/2022 10:01 AM	Read	Sally Black	Sandra Black	Frogs 29/04/2022	29/04/2022 10:01 AM	

When the view parent feedback window opens, the display of feedback will show in the date/ time order from the latest information displaying at the top. Click on the **Reply** button:

**Create Feedback** ✕

**Message History**

**Sally Black** 29/04/2022 10:01 am

Duis rhoncus sem nec mauris ullamcorper varius. Suspendisse sed elit vitae sapien lacinia lacinia et in erat. Nam metus purus, accumsan vitae porta vitae, eleifend non tortor.

This will open the Reply Parent Feedback field and the attachment field:

### Create Feedback

**Message History**

<b>Sally Black</b>	29/04/2022 10:01 am
Duis rhoncus sem nec mauris ullamcorper varius. Suspendisse sed elit vitae sapien lacinia lacinia et in erat. Nam metus purus, accumsan vitae porta vitae, eleifend non tortor.	

**To**

**Subject**

**Message**

Limit to 500 characters

Message length /500

Allowed Type :

Type in your feedback and attach a document if needed then click **Send**.

The message within the grid will now have a status of sent.

# Parent Feedback

## Troubleshooting

**Issue:** I cannot see the parent feedback option within my Child Care Menu.

**Why?** This will be due to the permissions that have been applied to the role which is assigned to the user.

**Resolution:** The user will need to have the option called **Program & Practices** set to edit (to enable the user to make changes) or view (to enable the user to see but not make any changes).

To fix this please follow the steps below:

First you need to find what type of permission the user has:

1. Click on the cog settings
2. Select user/personnel
3. Find the user within the list and click edit
4. Click on the Sites tab
5. View the role name assigned to the user:



Next, change permissions for that role:

1. Click on the cog settings
2. Select setup
3. Click on the roles tab
4. Next to edit, click on the down arrow and select Permissions
5. Select the component **Childcare**
6. Scroll to find the sub-component Parent Feedback
7. Drop down the permission type to select either edit or view
8. Click save

**Issue:** I cannot see the parent feedback tile on my dashboard.

**Why?** If you have permission to see this, then this will be due to the user hiding the tile from their dashboard.

**Resolution:** To bring the tile back to the dashboard follow the below process:

1. Click on setting cog
2. Select my profile
3. Scroll down to dashboard configuration tile
4. Click on green tick to show the tile on your dashboard
5. Click Save