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| **Current** | February 2018 |
| **Next Review** | February 2019 |
| **Regulation(s)** | R. 173 |
| **National Quality Standard(s)** | 7.3.4 Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner. |
| **Relevant DoE Policy and link** | Complaints Handling Policy PD/2002/0051/V04 [https://www.det.nsw.edu.au/policies/general\_man/complaints/resp\_sugg/PD20020051.](https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.shtml) [shtml](https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.shtml)  Complaints Handling Policy Guidelines (2011) [https://www.det.nsw.edu.au/policies/general\_man/complaints/resp\_sugg/April2011\_Co](https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/April2011_Complaints%20Handling%20Policy%20guidelines.pdf) [mplaints%20Handling%20Policy%20guidelines.pdf](https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/April2011_Complaints%20Handling%20Policy%20guidelines.pdf) |
| **Key Resources** | Policy for Protecting Children and Young People, 2010  Responding to Allegations against Employees in the Area of Child Protection, 2009 |

* Our preschool values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families.
* We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.
* All minor complaint and disputes will be resolved promptly and without using formal procedures. Whenever possible, informal resolution will be attempted first in all matters assessed as less serious.
* Families are advised to initially make complaints to our teachers or principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the *NSW Education and Communities Complaints Handling Policy, 2011.*
* Displayed in the preschool entrance (on the DoE template), is the photo and name of the school principal and a statement noting this is the person a complaint can be made to.
* Also displayed in the entrance is a statement advising families that if their complaint is of a more serious nature, or relates to the breach of a regulation, they may choose to contact our regulator;

*NSW Early Childhood Education Directorate,*

*Department of Education*

*e-mail:* [*ececd@det.nsw.edu.au*](mailto:ececd@det.nsw.edu.au) *phone: 1800 619 113*

* Complaints of a child protection nature should be referred promptly to the principal or *Department of Family Services.*
* If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should contact the *Director, Employee Performance and Conduct Directorate* (EPAC), or an EPAC Investigator, on telephone (02) 9266 8070.
* Information about the Department of Education Complaints procedure can be found at the end of the parent handbook.
* Records of complaints are kept in a locked filing in the principal’s office.