

# Telarah Public School Preschool Procedure

## Dealing with complaints



Reviewed: September 2019

Next Review Date: September 2020

Education and care services regulation/s	NSW Department of Education policy, procedure or guidelines	<a href="#">Preschool Handbook</a> reference	School policy or procedure, where applicable
<p><a href="#">Regulation 168(2)(o)</a></p> <p><a href="#">Regulation 176(2)(b)</a></p>	<p>The following department policies and relevant documents can be accessed from the preschool section of the department's <a href="#">website</a>;</p> <ul style="list-style-type: none"> <li>Complaints Handling Policy PD/2002/0051/V04</li> <li>School Community and Consumer Complaint Procedure</li> </ul>		<p>National Quality Standards</p> <p>QA 7: 7.1</p>

- 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

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- 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.