Preschool dealing with complaints procedure

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| Associated National Quality Standard | Education and Care Services National Law or Regulation | Associated department policy, procedure or guideline |
| 7.1 | [Regulation 173](https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653#sec.173)[Regulation 176](https://www.legislation.nsw.gov.au/view/html/inforce/current/sl-2011-0653#sec.176) | [Leading and operating department preschool guidelines](https://education.nsw.gov.au/teaching-and-learning/curriculum/early-learning/department-preschools) [Complaints Handling Policy](https://policies.education.nsw.gov.au/policy-library/policies/complaints-handling-policy) [School Community and Consumer Complaint Procedure](https://education.nsw.gov.au/content/dam/main-education/epac/media/documents/School-complaint-procedure_AC-1.pdf)   [Preschool Notification Guidelines](https://schoolsequella.det.nsw.edu.au/file/035d0b6c-fbfd-485a-b742-0ba516fcb675/1/preschool-notification-guidelines.pdf)   |
| **Pre-reading and reference documents** |
| ACECQA National Quality Standard Information Sheet: [Using Complaints to Support Continuous Improvement](https://www.acecqa.gov.au/sites/default/files/2018-04/QA7_UsingComplaintsToSupportContinuousImprovement.pdf)  [Making a Complaint About Our Schools](https://education.nsw.gov.au/content/dam/main-education/about-us/rights-and-accountability/media/documents/Making-a-complaint-about-our-schools.pdf)  - family information sheet |
| **Staff roles and responsibilities** |
| **School principal** | The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring:* the preschool is compliant with legislative standards related to this procedure at all times
* all staff involved in the preschool are familiar with and implement this procedure
* all procedures are current and reviewed as part of a continuous cycle of self- assessment.
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| **Preschool supervisor** | The preschool supervisor supports the principal in their role and is responsible for leading the review of this procedure through a process of self-assessment and critical reflection. This could include: * Analysing complaints, incidents or issues and what the implications are for the updates to this procedure.
* Reflecting on how this procedure is informed by relevant recognised authorities.
* Ensuring changes are communicated with families and communities via our Preschool Facebook page, copies available to families when requested and procedures for review displayed on notice board at the Preschool entrance.
* Leading discussion with immediate staff around updates in procedures. Each month all updated procedures are situated in the Preschool and school staff rooms and are accessible to all staff for reading to ensure practice is embedded.
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| **Preschool educators** | The preschool educators are responsible for working with leadership to ensure:* all staff in the preschool and daily practices comply with this procedure
* storing this procedure in the preschool and making it accessible to all staff, families, visitors and volunteers
* being actively involved in the review of this procedure, as required, or at least annually
* ensuring the details of this procedure’s review are documented.
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| **Procedure** |
| **Making a complaint** | * The preschool’s service approval details are clearly displayed at the preschool entrance. It includes the preschool’s phone number and notes that, *any complaints are to be directed to the school principal*.
* (What is the process for families to make a complaint? How are they advised of this? e.g. school website, parent information booklet?)
* The service approval details also note the name and contact number of the regulatory authority. (How are families informed that they are able to make a complaint of a breach of a regulation to the regulatory authority?)
* If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they must notify the school principal who will seek advice from the *Employee Performance and Conduct Directorate* (EPAC).
* Complaints about the school principal can be made to the relevant *Director Educational Leadership* and EPAC (phone 02 7814 3733 or email epac@det.nsw.edu.au).
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| **Dealing with complaints** | * Our preschool implements the *NSW Department of Education’s Complaints Handling Policy.*
* Complaints are dealt with in an open, respectful and confidential manner.
* Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible.
* If a complaint cannot be resolved by the teacher, is a serious complaint or related to child protection, it will be referred to the principal immediately.
* (What is the process should an SLSO or AEO receive a complaint – do they deal with it themselves, or refer the matter to the teacher?)
* Details of any complaints made are documented. (Where are details of complaints recorded? e.g. educator diary, school office).
* (How are parents or carers informed if their complaint has led to improvements or changes in preschool operations?)
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| **Notification of a serious complaint** | * If a formal complaint is made alleging that the Law has been contravened or that a serious incident has occurred or is occurring, notification must be made to Early Learning (phone 1300 083 698) within 24 hours of the complaint being received.
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| Record of procedure’s review |
| **Date of review and who was involved** |
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| **Key changes made and reason/s why** |
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| **Record of communication of significant changes to relevant stakeholders** |
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*Copy and paste a new table to record each occasion the procedure is reviewe*