



## Preschool dealing with complaints procedure

Associated National Quality Standards	Education and Care Services National Law or Regulation	Associated department policy, procedure or guideline
7.1	<a href="#">Regulation 173</a> <a href="#">Regulation 176</a>	<a href="#">Leading and operating department preschool guidelines</a> <a href="#">Complaints Handling Policy</a> <a href="#">School Community and Consumer Complaint Procedure</a> <a href="#">Preschool Notification Guidelines</a>
<b>Pre-reading and reference documents</b>		
<a href="#">ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement</a> <a href="#">Making a Complaint About Our Schools</a> - family information sheet		
<b>Staff roles and responsibilities</b>		
<b>School principal</b>	<p>The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring:</p> <ul style="list-style-type: none"> <li>• The preschool is compliant with legislative standards related to this procedure at all times.</li> <li>• All staff involved in the preschool are familiar with and implement this procedure.</li> <li>• All procedures are current and reviewed as part of a continuous cycle of self- assessment.</li> </ul>	
<b>Preschool supervisor</b>	<p>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:</p> <ul style="list-style-type: none"> <li>• Analysing complaints, incidents or issues and what the implications are for the updates to this procedure.</li> <li>• Reflecting on how this procedure is informed by relevant recognised authorities.</li> <li>• 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.</li> <li>• 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.</li> </ul>	
<b>Preschool educators</b>	<p>The preschool educators are responsible for working with leadership to ensure:</p> <ul style="list-style-type: none"> <li>• All staff in the preschool and daily practices comply with this procedure.</li> </ul>	

	<ul style="list-style-type: none"> <li>● Storing this procedure in the preschool, and making it accessible to all staff, families, visitors and volunteers.</li> <li>● Being actively involved in the review of this procedure, as required, or at least annually.</li> <li>● Ensuring the details of this procedure's review are documented.</li> </ul>
<b>Procedure</b>	
<b>Making a complaint</b>	<ul style="list-style-type: none"> <li>● The preschool's service approval details are clearly displayed at the preschool entrance. It includes the preschool's phone number and notes that, <i>any complaints are to be directed to the school principal.</i></li> <li>● All minor complaints 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, Assistant Principal or Principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the NSW Department of Education Complaint Handling Policy: Early Childhood Education Quality Assurance and Regulatory Services Directorate, April 2022. This information can be found on the school website, parent information booklet and the 'Making a complaint &amp; Complaint Handling Policy' folder in the foyer which is shown to families at the initial 'Getting Acquainted' meetings, prior to starting preschool.</li> <li>● The service approval details also note the name and contact number of the regulatory authority. These details are also found in the 'Preschool Family Information Booklet.'</li> <li>● 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 <i>Employee Performance and Conduct Directorate (EPAC)</i>.</li> <li>● Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> and EPAC (phone 02 7814 3733 or email <a href="mailto:epac@det.nsw.edu.au">epac@det.nsw.edu.au</a>).</li> </ul>
<b>Dealing with Complaints</b>	<ul style="list-style-type: none"> <li>● Our preschool implements the <i>NSW Department of Education's Complaints Handling Policy</i>.</li> <li>● Complaints are dealt with in an open, respectful and confidential manner.</li> <li>● Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible.</li> <li>● 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.</li> <li>● If an SLSO or AEO receive a complaint, they are to report to the teacher directly, the Assistant Principal or the Principal.</li> <li>● Details of any complaints made are documented on Sentral.</li> <li>● The Nominated Supervisor (Principal) or Preschool Supervisor (Assistant Principal) contact complainant directly to inform them of outcome.</li> </ul>

<b>Notification of a serious complaint</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>
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<b>Record of procedure's review</b>	
<b>Date of review and who was involved</b>	
05/09/22 Aimee Vincent, Cathy Banister, Beth Cameron, Jordan McPhail, Andrea Lundy, Natalie O'Donnell and Julie Greedy.	
<b>Key changes made and reason/s why</b>	
More detailed information added including the process families are to follow when making a complaint. Updated from NSW Education and Communities Handling Policy, 2011 to NSW Department of Education Complaint Handling Policy: Early Childhood Education Quality Assurance and Regulatory Services Directorate, April 2022.	
<b>Record of communication of significant changes to relevant stakeholders</b>	
A copy is displayed on the noticeboard at the entrance of the Preschool and copies are available for preschool families to take home if requested. The procedure is posted on the Preschool Facebook page and school website. All relevant educators to review at the regular staff meeting. The Preschool Family Information Booklet will be updated with the correct complaint handling policy as mentioned above.	

*Copy and paste a new table to record each occasion the procedure is reviewed*