



Preschool dealing with complaints procedure

Associated National Quality Standard	Education and Care Services National Law or Regulation	Associated department policy, procedure or guideline
7.1	Regulation 173 Regulation 176	Leading and operating department preschool guidelines Complaints Handling Policy School Community and Consumer Complaint Procedure Preschool Notification Guidelines
Pre-reading and reference documents		
ACECOA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement Making a Complaint About Our Schools - family information sheet		
Staff roles and responsibilities		
School principal	<p>The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool.</p> <p>The principal is responsible for ensuring:</p> <ul style="list-style-type: none"> • 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. 	
	<p>The preschool supervisor supports the principal in their role and is responsible for leading the review of this procedure through a process of</p>	

Preschool supervisor	<p>self-assessment and critical reflection. This could include:</p> <ul style="list-style-type: none"> • 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 • planning and discussing ways to engage with families and communities, including how changes are communicated • developing strategies to induct all staff when procedures are updated to ensure practice is embedded.
Preschool educators	<p>The preschool educators are responsible for working with leadership to ensure:</p> <ul style="list-style-type: none"> • 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.
Procedure	
Making a complaint	<ul style="list-style-type: none"> • 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> • Families are able to make a complaint in person, by phone or in writing. This information is outlined in the parent information book. • The service approval details also note the name and contact number of the regulatory authority. Information about making a complaint in regards to a breach of regulations is outlined in the parent information book. • 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</i> (EPAC). • Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> and EPAC (phone 02 7814 3733 or email epac@det.nsw.edu.au).
Dealing with complaints	<ul style="list-style-type: none"> • Our preschool implements the <i>NSW Department of Education's Complaints Handling Policy.</i> • 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.

	<ul style="list-style-type: none"> • If an SLSO receives a complaint they will either direct the complainant to the teacher or take note of the complaint to pass onto the teacher. If the complaint is in regards to the teacher it would be passed onto the Assistant principal. • Details of any complaints made are documented. These are recorded in the feedback folder located in the preschool office. More serious complaints are stored confidentially in the school office. • Families are informed of improvement or changes that are made to the preschool via the Storypark app.
Notification of a serious complaint	<ul style="list-style-type: none"> • 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.

Record of procedure's review
Date of review and who was involved
July 2021
Key changes made and reason/s why
Record of communication of significant changes to relevant stakeholders
Date of review and who was involved
October 2022 Claire Callinan, Jen mitchell
Key changes made and reason/s why
Record of communication of significant changes to relevant stakeholders