



Dealing with complaints

National Quality Standard Education and Care Services National Law and National Regulations	Associated department policy, procedure or guideline	Reference document(s) and/or advice from a recognised authority
<p>NQS: 7.1</p> <p>Regulations: 173, 176</p>	<p>Leading and operating department preschool guidelines</p> <p>Complaints handling policy</p> <p>Staff complaint procedures [PDF 623 KB]</p> <p>School community and consumer complaint procedure [PDF 489 KB]</p> <p>Making a complaint about NSW public schools – guide for parents and carers</p>	<p>Complaints handling guide – upholding the rights of children and young people [PDF 9.1 MB]</p> <p>ACECQA information sheet – Using complaints to support continuous improvement [PDF 609 KB]</p> <p>Raising concerns about early childhood education and outside school hours care services [PDF 405 KB]</p> <p>ACECQA's policy and procedures guidelines – Dealing with complaints [PDF 229 KB]</p>

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>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.</p>
<p>Preschool supervisor</p>	<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"> • analysing complaints, incidents or issues and the implications for updates to this procedure • reflecting on how this procedure is informed by stakeholder feedback and relevant expert 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.
<p>Preschool teacher(s) and educator(s)</p>	<p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> • all staff in the preschool and daily practices comply with this procedure • this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers • they are actively involved in the review of this procedure, as required, or at least annually • details of this procedure's review are documented.

Procedure	
Who a complaint can be made to	<ul style="list-style-type: none"> • Clearly displayed in the preschool entrance is information giving the school's phone number and noting that any complaints are to be directed to the school principal. Additionally, the contact details for the Regulatory Authority are given. • Into inform about how families can make a complain is outlines in the parent handbook and on display in three family room. • 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

	<p>will seek advice from the Professional and Ethical Standards (PES). Phone 7814 3722 or email pes@det.nsw.edu.au.</p> <ul style="list-style-type: none"> • Complaints about the school principal can be made to the relevant Director Educational Leadership and PES.
<p>Dealing with complaints</p>	<ul style="list-style-type: none"> • 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. • If a complaint is made to an SLSO they will pass it onto the educator unless the complaint is about the educator then they will take it to the principal. • Details of any complaints made are documented on a complaint form and kept in the feedback folder. • Parents or carers can be informed verbally or in writing if their complaint has led to improvements or changes in preschool operations.
<p>Notification of a serious complaint</p>	<p>If a formal complaint is made alleging that the Law has been contravened, a child's wellbeing has been compromised 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.</p>
<p>Implementing the child safe standards</p>	<ul style="list-style-type: none"> • Our preschool deals with complaints in a manner that is child focussed. • All Complaints are dealt with in the best interests of the child and not subject to any bias due to reputational concern. <ul style="list-style-type: none"> - The preschool environment is one of trust and inclusion that enables children to ask questions and speak up if they feel unsafe. - Within the preschool community, it is understood that there will be no negative repercussion for a child (or parent) making a complaint, that is, a child won't get in trouble for making a complaint. - Teachers and educators provide time and space for children to talk about their fears, concerns and safety needs. They are listened to and feel supported.

	<ul style="list-style-type: none"> - Children's input and feedback is sought to make the preschool a place that everyone feels safe, for example the children contribute to the development of safety rules for different areas of the preschool or pieces of equipment - Each child's identity is acknowledged and valued through home cultures and languages being visible in learning experiences, displays and resources - Children are believed and their concerns or complaints are taken seriously and acted upon, including being informed of the outcome of their complaint, as appropriate. - The preschool program provides intentional opportunities for children to share their opinion and feelings on matters affecting them and contribute to decision-making in a way that is meaningful and appropriate for their age. - The preschool culture values and responds to children's voices. <ul style="list-style-type: none"> • Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.
--	---

Procedure Review			
Date of review	Jan 2024		
Who was involved	Claire Callinan, Jen Mitchell, Kadi Carr		
Key changes made and reason why	Updated template, child safe standards		
Record of communication of significant changes to relevant stakeholders	Principal:		Date
	Deputy Principal		Date
	staff		Date
	Families		Date

Please note, parents must be notified at least 14 days prior to a change that may have a significant impact on their service's provision of education and care or a family's ability to use the service.

Copy and paste the last 4 rows to the bottom of the table each time a new review is completed.