

Dealing with complaints – preschool procedure table

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
NQS: 7.1 Regulations: 173, 176	<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
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	<ul style="list-style-type: none"> 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>
Preschool supervisor	<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.
Preschool teacher(s) and educator(s)	<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
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	<p>principal. Additionally, the contact details for the Regulatory Authority are given.</p> <ul style="list-style-type: none"> • All school and preschool families are aware of the complaints handling Procedure through the school's website. The preschool also has a complaints form located in the parent information foyer. • 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 Professional and Ethical Standards (PES). Phone 7814 3722 or email pes@det.nsw.edu.au. • Complaints about the school principal can be made to the relevant Director Educational Leadership and PES.
Dealing with complaints	<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 is received by an SLSO or AEO, they will redirect it to the teacher. • 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. • Details of any complaints made are documented. Documentation on all cases will be kept securely in the school office. Minor complaints may be documented in meeting minutes or on Sentral. • Changes or improvements to operations will be conveyed to parents through notes, signs, newsletters or Dojo app.
Notification of a serious complaint	<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</p>

	24 hours of the complaint being received.
Implementing the child safe standards	<ul style="list-style-type: none"> • Our preschool deals with complaints in a manner that is child focussed. • Staff will handle child protection complaints in accordance with their child protection training as mandatory reporters. These complaints will normally be referred to the principal in the first instance (where there is no conflict of interest) and shall refer to the NSW Mandatory Reporter Guide to complete the decision tree. • Mandatory reporting may include complaints of physical abuse, neglect, sexual abuse (including children displaying sexualised behaviour), psychological harm, danger to self or others, or carer concerns. • Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.

Record of procedure's review

Date of review	13/10/23
Who was involved	Preschool team
Key changes made and reason why	Transferred to new DOE format
Record of communication of significant changes to relevant stakeholders	<p>Principal: participated in review, handed updated copy</p> <p>Staff: participated in review, updated copy in staffroom policy folder</p> <p>Parents: participated in review, updated copy on website</p> <p>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.</p>
Date of review	8/9/23
Who was involved	preschool team, whole school staff team

Key changes made and reason why	Added the use of the Mandatory Reporter Guide, along with examples of serious complaints to comply with the Child Safe Standards
Record of communication of significant changes to relevant stakeholders	Principal: participated in review, handed updated copy Staff: participated in review, updated copy in staffroom policy folder Parents: participated in review, updated copy on website 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.
Date of review	8/8/23
Who was involved	preschool team, whole school staff team, and families
Key changes made and reason why	No changes needed this time
Record of communication of significant changes to relevant stakeholders	Principal: participated in review, handed updated copy Staff: participated in review, updated copy in staffroom policy folder Parents: participated in review, updated copy on website 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.
Date of review	8/8/22
Who was involved	preschool team, whole school staff team, and families
Key changes made and reason why	New logo added
Record of communication of significant changes to relevant stakeholders	Principal: participated in review, handed updated copy Staff: participated in review, updated copy in staffroom policy folder

	<p>Parents: participated in review, updated copy on website</p> <p>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.</p>
Date of review	13/8/21
Who was involved	preschool team, whole school staff team, and families
Key changes made and reason why	Transferred to new DOE format
Record of communication of significant changes to relevant stakeholders	<p>Principal: participated in review, handed updated copy</p> <p>Staff: participated in review, updated copy in staffroom policy folder</p> <p>Parents: participated in review, updated copy on website</p> <p>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.</p>

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