

Soldiers' settlement Public School Preschool Procedure



Dealing with complaints

Reviewed: Management and staff will monitor and review the effectiveness of this policy at regular intervals throughout the year. Soldiers' Settlement Public School Preschool's Procedures must be reviewed and updated every 12 months. Due for Review in **February 2022**.

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		
ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement Making a Complaint About Our Schools - family information sheet		

Preschool take the views and opinions of all staff, parents, carers and children seriously and acknowledge that all stakeholders involved with the Preschool are important.

All complaints, questions and queries will be listened to and dealt with swiftly.

Minor complaints and questions will be answered and dealt with by the Preschool educator. The SLSO will direct all complaints to the educator to deal with.

After receiving the complaint, the preschool educator will assess the complaint to identify any immediate health, safety or security risks. If there are any of these risks the complaint will be immediately be passed on to the preschool supervisor who will document and take further actions. A WHS form may also be filled out if needed.

Most complaints will be able to be dealt with at the local level. The preschool educator is the best person to handle routine concerns about matters within the preschool and/or area of responsibility.

Some complaints will need the involvement of the principal including:

- Child protection issues
- Racial issues
- Criminal Complaints
- Complaints against the preschool educator/ teachers /SLSOs
- Risk of harm to a child
- Privacy issues
- Allegations of corrupt conduct

- Early childhood complaints linked to the National Quality Framework

If a complaint relates to a breach of a regulation, *Early Learning* needs to be notified within 24 hours.

If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should contact the *Director, Employee Performance and Conduct Directorate* (EPAC).

Managing the complaint

The five key stages of managing a complaint are:

1. Acknowledge the complaint
2. Assess/ gather information/ resolve
3. Provide reasons for decision
4. Implement outcome actions
5. Close complaint and keep records

The Principal and school will follow the School Community and Consumer Complaint Procedure (Jan 2017) in all complaint cases and will fully document all cases. Documentation on all cases will be kept securely in the school office.

All school and preschool families are aware of the complaints handling Procedure through the school's website and through the preschool handbook.

Displayed in the preschool entrance (on the DoE template), is the photo and name of the school principal and a statement noting this is the person a complaint can be made to. Next to this is a sign that has contact details for the Early Childhood Education Directorate, in case families wish to contact them directly.