

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		
ACECQA 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. 	
Preschool	<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>	

supervisor	<p>self-assessment and critical reflection. This includes:</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> • 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. The preschool also has a complaints form located in the parent information foyer. • The service approval details also note the name and contact number of the regulatory authority. Next to the aforementioned sign at the preschool entrance is a sign that has contact details for the Early Childhood Education Directorate, in case families wish to contact them directly. • If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they must notify

	<p>the school principal who will seek advice from the <i>Employee Performance and Conduct Directorate</i> (EPAC).</p> <ul style="list-style-type: none"> • 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).
<p>Dealing with complaints</p>	<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. • 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. • 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 which are then filed in preschool office. • Changes or improvements to operations will be conveyed to parents through notes, signs, newsletters or Dojo app.
<p>Notification of a serious complaint</p>	<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

13/8/21 preschool team, whole school staff team, children, and families

Key changes made and reason/s why

Transferred to new DOE format.

Record of communication of significant changes to relevant stakeholders