



## 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><b>NQS: 7.1</b></p> <p><b>Regulations: 173, 176</b></p>	<p>Leading and operating department preschool guidelines</p> <p><a href="#">Complaints handling policy</a></p> <p><a href="#">Staff complaint procedures [PDF 623 KB]</a></p> <p><a href="#">School community and consumer complaint procedure [PDF 489 KB]</a></p> <p><a href="#">Making a complaint about NSW public schools – guide for parents and carers</a></p>	<p><a href="#">Complaints handling guide – upholding the rights of children and young people [PDF 9.1 MB]</a></p> <p>ACECQA information sheet – <a href="#">Using complaints to support continuous improvement [PDF 609 KB]</a></p> <p><a href="#">Raising concerns about early childhood education and outside school hours care services [PDF 405 KB]</a></p> <p>ACECQA’s policy and procedures guidelines – <a href="#">Dealing with complaints [PDF 229 KB]</a></p>

### Responsibilities

<p><b>School principal</b></p>	<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"> <li>the preschool is compliant with legislative standards related to this procedure at all times</li> <li>all staff involved in the preschool are familiar with and implement this procedure</li> <li>all procedures are current and reviewed as part of a continuous cycle of self-assessment.</li> </ul> <p>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the Principal/NS.</p>
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<b>Preschool supervisor</b>	<p>The preschool supervisor supports the Principal/NS 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"> <li>• analysing complaints, incidents or issues and the implications for updates to this procedure</li> <li>• reflecting on how this procedure is informed by stakeholder feedback and relevant expert authorities</li> <li>• planning and discussing ways to engage with families and communities, including how changes are communicated</li> <li>• developing strategies to induct all staff when procedures are updated to ensure practice is embedded.</li> </ul>
<b>Preschool teacher(s) and educator(s)</b>	<p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> <li>• all staff in the preschool and daily practices comply with this procedure</li> <li>• this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers</li> <li>• they are actively involved in the review of this procedure, as required, or at least annually</li> <li>• details of this procedure's review are documented.</li> </ul>

### Procedure

<b>Who a complaint can be made to</b>	<ul style="list-style-type: none"> <li>• 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/NS. Additionally, the contact details for the Regulatory Authority are given.</li> <li>• Parents/carers or members of the community can also use the contact us details on our school webpage to phone through or email a complaint they want to make.</li> <li>• Parents/carers are granted access to our dealing with complaints procedure at any time. They can find it in the procedures folder located in the foyer or on our webpage under the preschool channel. Additionally, a dedicated complaint, compliment, and suggestion box is prominently displayed in the foyer for easy access and submission.</li> <li>• If a staff member has concerns related to the behaviour or actions of another employee, contractor, or volunteer, they must notify the Principal/NS who will seek advice from the Professional and Ethical Standards (PES). Phone 7814 3722 or email <a href="mailto:pes@det.nsw.edu.au">pes@det.nsw.edu.au</a>.</li> <li>• Complaints about the school Principal/NS can be made to the relevant Director Educational Leadership and PES.</li> </ul>
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<p><b>Dealing with complaints</b></p>	<ul style="list-style-type: none"> <li>• Our preschool implements the NSW Department of Education’s Complaints Handling policy.</li> <li>• Complaints are dealt with in an open, respectful and confidential manner.</li> <li>• Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible.</li> <li>• 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/NS immediately.</li> <li>• If the SLSO receives a complaint they immediately report the complaint to the teacher. If the complaint involves the teacher or the teacher has not reported the complaint to the Principal/NS, the SLSO must immediately report the complaint to the Principal/NS.</li> <li>• Educators meticulously document written details of any complaints received and promptly forward an email to either the teacher and Principal/NS. This email includes comprehensive details such as: <ul style="list-style-type: none"> <li>○ the complainant’s name and contact details</li> <li>○ the name of the child/children, gender and date of birth to whom complaint relates</li> <li>○ details including the date complaint was received, a copy of the written complaint and any other relevant documentation including correspondence, photographs or statements</li> <li>○ steps taken by the Principal/NS in response to the complaint.</li> </ul> </li> <li>• Parents/carers are informed if their complaint has led to improvements or changes in the operations of our preschool verbally, followed by an email or a letter.</li> </ul>
<p><b>Notification of a serious complaint</b></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><b>Implementing the child safe standards</b></p>	<ul style="list-style-type: none"> <li>• Our preschool deals with complaints in a manner that is child focussed.</li> <li>• As for the whole department, our preschool’s complaint handling must be fair, efficient, and accessible. The teacher will attempt to directly resolve an issue or complaint. If the complaint cannot be resolved directly, it will be referred to the Principal/NS.</li> <li>• Complaints alleging contravention of the National Law or Regulations or compromising a child's health, safety, or wellbeing are considered serious. In such cases, a notification will be promptly lodged with the Regulatory Authority via Early Learning within 24 hours of receiving the complaint.</li> <li>• Complaints about children exhibiting harmful sexual behaviours will be reported to the Principal/NS, as required by the department’s Complaints Handling policy.</li> </ul>

Record of procedure's review

<b>Date of review</b>	<b>16 Aug 2024</b>
<b>Who was involved</b>	Early Learning, Jodie Field and Ian Tapuska
<b>Key changes made and reason why</b>	
<b>Record of communication of significant changes to relevant stakeholders</b>	Principal: Ian Tapuska Staff: Catherine Bateup, Emma Vilarubi Parents:  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.