**Localised Procedure**

**Dealing with Complaints**

**Reviewed: 26/10/2019 Next Review: 26/10/2020**

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| **Education and care services regulation/s** | **NSW Department of Education policy, procedure or guidelines** | **National Quality****Standard(s)** | **Preschool Guide reference** | **School policy or procedure, where applicable** |
| [Regulations 168(2)(o)](http://www.austlii.edu.au/au/legis/nsw/consol_reg/eacsnr422/s168.html) Regulation 176 (2)(b) | The following department policies and relevant documents can be accessed from the preschool section of the department’s [website](https://education.nsw.gov.au/teaching-and-learning/curriculum/preschool/policies-and-procedures):* Complaints Handling Policy PD/2002/0051/V04
 | **7.1.3: Roles and Responsibilities**Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service | p. 85 | Complaint Handling Policy Guidelines |
| * Our Preschool values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families.
* We encourage open communication through opportunities to respond and give feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.
* Any feedback, concerns, or informal complaints will be dealt with by the preschool educators at the time of concern or complaint. Complaints that cannot be resolved by the preschool educators will be directed to the nominated supervisor (Principal).
* We are committed to resolving complaints promptly at a local level. If you wish to make a complaint about the preschool or a preschool educator, start by talking to the teacher or the nominated supervisor (principal).Families are encouraged to raise their complaint directly in person, by email, over the telephone or by a letter.
* Families may complete a “Complaints and Compliments" form. These forms are available in the preschool foyer and need to be given to the preschool educators or the nominated supervisor (Principal) once completed.
* Formal complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that a law has been breached, are to be directed to the nominated supervisor (Principal). The nominated supervisor will make relevant notifications within the prescribed timeframes. Families are notified of the document titled ‘Notification of complaints, incidents and Children in an emergency’ to complete in order to resolve the incident. This form will notify State Office and Early Childhood Education Directorate (the regulator) of a serious complaint related to a breach of regulations. If a complaint relates to a beach of a regulation, Early Learning needs to be notified within 24 hours.
* Open communication is encouraged through opportunities to respond and provide feedback on the program.  A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.
* All formal complaints can to be directed to the nominated supervisor (principal) and this person is displayed in the preschool entrance. A photo and name of the nominated supervisor is displayed in the foyer with a statement noting this is the person a complaint can be made to.
* Displayed in the foyer is a statement advising families that if their complaint is of a more serious nature, or relates to the breach of a regulation, they may choose to contact our regulator;

NSW Early Childhood Education Directorate, Department of Education Phone: 1800 619 113e-mail: ececd@det.nsw.edu.au**Consider these things:*** Complaints of a child protection nature should be referred promptly to the Department of Family Services.
* If the 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) or an EPAC Investigator on telephone 02 966 8070.
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