



## Casino West Little Jarjums 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	<a href="#">Regulation 173</a> <a href="#">Regulation 176</a>	<a href="#">Leading and operating department preschool guidelines</a> <a href="#">Complaints Handling Policy</a> <a href="#">School Community and Consumer Complaint Procedure</a> <a href="#">Preschool Notification Guidelines</a>
<b>Pre-reading and reference documents</b>		
<a href="#">ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement</a> <a href="#">Making a Complaint About Our Schools</a> - family information sheet		
<b>Staff roles and responsibilities</b>		
<b>School principal</b>	The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring: <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>	
<b>Preschool supervisor</b>	The preschool supervisor supports the principal in their role and is responsible for leading the review of this procedure through a process of	

	<p>self-assessment and critical reflection. Including but not limited to:</p> <ul style="list-style-type: none"> <li>• analysing complaints, incidents or issues and what the implications are for the updates to this procedure.</li> <li>• reflecting on how this procedure is informed by relevant recognised 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>
<p><b>Preschool educators</b></p>	<p>The preschool educators are responsible for working with leadership to ensure:</p> <ul style="list-style-type: none"> <li>• all staff in the preschool and daily practices comply with this procedure.</li> <li>• storing this procedure in the preschool and making it accessible to all staff, families, visitors, and volunteers</li> <li>• being actively involved in the review of this procedure, as required, or at least annually.</li> <li>• ensuring the details of this procedure's review are documented.</li> </ul>
<p><b>Procedure</b></p>	
<p><b>Making a complaint</b></p>	<ul style="list-style-type: none"> <li>• 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></li> <li>• Families are advised on what the process is for families to make a complaint via the Preschool Information Booklet and is discussed at family partnership meetings in week 5 of term 1 each year.</li> <li>• 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.</li> <li>• The service approval details also note the name and contact number of the regulatory authority and where to direct complaints of a breach of regulation.</li> <li>• 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.</li> <li>• 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 <i>Employee Performance and Conduct Directorate (EPAC).</i></li> </ul>

	<ul style="list-style-type: none"> <li>Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> and EPAC (phone 02 7814 3733 or email <a href="mailto:epac@det.nsw.edu.au">epac@det.nsw.edu.au</a>).</li> </ul>
<b>Dealing with complaints</b>	<ul style="list-style-type: none"> <li>Our preschool implements the <i>NSW Department of Education's Complaints Handling Policy</i>.</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</li> </ul>
	<p>complaints respectfully and informally, as soon as possible.</p> <ul style="list-style-type: none"> <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 immediately.</li> <li>If an SLSO or AEO receive a complaint, they refer the matter to the preschool teacher.</li> <li>Details of any complaints made are documented.</li> <li>The principal records all complaints given to them in her diary. The way in which the complaint is dealt with, varies according to the nature and severity of the complaint. The principal uses their own professional judgement to effectively manage and deal with complaints ethically.</li> <li>Families are informed if their complaint has led to improvements or changes in preschool operations within 30 days.</li> </ul>
<b>Notification of a serious complaint</b>	<ul style="list-style-type: none"> <li>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.</li> </ul>

<b>Date of review and who was involved</b>
07/03/2023 Procedure discussed with all preschool staff and given to families for feedback/input. No family feedback received at this time.
<b>Key changes made and reason/s why</b>
Moved to new department template to adhere to Department expectations of what should be included in this localised procedure.
<b>Record of communication of significant changes to relevant stakeholders</b>
Uploaded to preschool website and available for families in preschool foyer.

*Copy and paste a new table to record each occasion the procedure is reviewed.*