



Dealing with complaints – preschool procedure

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

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
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	<ul style="list-style-type: none"> all procedures are current and reviewed as part of a continuous cycle of self-assessment. <p>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.</p>
Preschool supervisor	<p>The preschool supervisor supports the principal 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"> analysing complaints, incidents or issues and the implications for updates to this procedure reflecting on how this procedure is informed by stakeholder feedback and relevant expert 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 teacher(s) and educator(s)	<p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> all staff in the preschool and daily practices comply with this procedure this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers they are actively involved in the review of this procedure, as required, or at least annually details of this procedure's review are documented.

Procedure

Who a complaint can be made to	<ul style="list-style-type: none"> 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
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	<p>principal. Additionally, the contact details for the Regulatory Authority are given.</p> <ul style="list-style-type: none"> • Families are also informed via the Preschool information booklet on the complaint making process and this is also discussed during family partnership meetings in term 1 week 5. • 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 Professional and Ethical Standards (PES). Phone 7814 3722 or email pes@det.nsw.edu.au. • Complaints about the school principal can be made to the relevant Director Educational Leadership and PES.
<p>Dealing with complaints</p>	<ul style="list-style-type: none"> • Our preschool implements the NSW Department of Education's Complaints Handling policy. • 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. • If an SLSO or AEO receive a complaint, they then direct the complaint to the preschool teacher. If the complaint is regarding actions of the preschool teacher, this complain is directed straight to the principal. • Details of any complaints made are documented. • 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. • Families are informed if their complaint has led to improvements or changes in preschool operations within 30 days.

Notification of a serious complaint

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.

Implementing the child safe standards	<ul style="list-style-type: none"> • Our preschool deals with complaints in a manner that is child focussed. • Complaints are handled with a focus on the well-being and best interests of the child. This approach involves actively listening to the concerns of children and families, ensuring that their voices are heard and respected. The preschool takes a supportive and empathetic stance, working collaboratively with families and other stakeholders to address and resolve issues in a way that promotes positive outcomes for the child. • The process is transparent, involving clear communication with all parties, while maintaining the confidentiality and dignity of those involved. The preschool also ensures that any resolutions align with the child's developmental needs, emotional well-being, and cultural background. • Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.
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Record of procedure's review

Date of review	09/03/24
Who was involved	Procedure discussed with all preschool staff and given to families for feedback/input. No family feedback received at this time.
Key changes made and reason why	Moved to new department template from updated Preschool Guidelines to adhere to Department expectations of what should be included in this localised procedure.
Record of communication of significant changes to relevant stakeholders	Principal: Lesley Mills communicated at Staff meeting 25/03/24 Staff: Amy Clark, Astoria Chapman, Leanne Davis, Karen Campbell Parents: Copy for all Parents placed on communication board and in the Localised Procedures folder in foyer. 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.

Copy and paste the last 4 rows to the bottom of the table each time a new review is completed.