



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
<p>Pre-reading and reference documents</p>		
<p>ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement</p> <p>Making a Complaint About Our Schools - family information sheet</p>		
<p>Staff roles and responsibilities</p>		
<p>School principal</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"> • 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. 	
<p>Preschool educators (This includes all staff; casuals,</p>	<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 	

<p>lunch cover, volunteers and anyone else who works in the preschool)</p>	<ul style="list-style-type: none"> • 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.
<ul style="list-style-type: none"> • Sefton Infants 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 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 fairness, accountability and quality improvement. • All minor complaints and disputes will be resolved promptly. Wherever possible, informal resolution will be attempted first in all matters assessed as less serious. 	
<p>Procedure</p>	
<p>Making a complaint</p>	<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, any complaints are to be directed to the school principal. • Families are advised to initially make an appointment with the preschool teacher or nominated supervisor (principal), whoever is most appropriate, to deliver their complaint. Complaints regarding the School Learning Support Officer (SLSO) should be initially directed to the preschool teacher. • A photo and name of the nominated supervisor is displayed near the preschool entrance. This sign notes that this is the person to whom a complaint can be addressed. • The Sefton Infants School Parent Information booklet informs families on the procedures for making a complaint. • The service approval details also note the name and contact number of the regulatory authority. • 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 follow relevant Department of Education policy and procedures related to Code of Conduct and the <i>Professional and Ethical Standards (PES) Directorate</i>. • If the complaint or allegation is high risk or serious concerning a child, the Department of Education Professional and Ethical Standards (PES) Directorate must be contacted immediately (7814 3722 / PES@det.nsw.edu.au) • Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> (Chullora Network) located at Strathfield Education Office (9582 6332)
<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>. • All minor complaints and disputes will be resolved promptly. Wherever possible, informal resolution will be attempted first in all matters assessed as less serious. • Complaints are dealt with in an open, respectful and confidential manner promptly and with due process. • 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 who will

	<p>then follow mandatory reporter guidelines and procedures by contacting either Child Wellbeing Unit or Family and Community Services as soon as possible.</p> <ul style="list-style-type: none"> • Details of any complaints made, including the contact with the complainant, management of the complaint and outcome, are documented and secured confidentially in electronic format and hard copy in the office filing cabinet of the nominated supervisor. • If a complaint relates to a breach of regulation or a serious incident, the Department of Education Early Learning Unit (1300 083 698) is notified within 24 hours. • If the issue cannot be resolved by the nominated supervisor, the complainant can contact the Early Childhood Education Directorate as the regulatory authority, to make a formal complaint about the service. Contact details for the Early Childhood Education Directorate will be provided to the complainant by the nominated supervisor.
Notification of a serious complaint	<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
16 March 2022 – Sharna Labbe, Deana Talevska, and Alex Arancibia
Key changes made and reason/s why
Not Applicable
Record of communication of significant changes to relevant stakeholders
Staff and families sent a link via Class Dojo to the current reviewed local procedure on the Sefton Infants website 8 April 2022
Due date of review
End Term 1 2023 – 6 April 2023