



## 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

<b>School principal</b>	<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>
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	<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.</p>
<b>Preschool supervisor</b>	<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"> <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. Additionally, the contact details for the Regulatory Authority are given.</li> <li>Information about how to make a complaint is also in the parent information handbook, which is given to each family prior to commencing preschool.</li> </ul>
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	<ul style="list-style-type: none"> <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 Professional and Ethical Standards (PES). Phone 7814 3722 or email pes@det.nsw.edu.au.</li> <li>• Complaints about the school principal can be made to the relevant Director Educational Leadership and PES.</li> </ul>
<b>Dealing with complaints</b>	<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 immediately.</li> <li>• If an SLSO or AEO receives a complaint, they should refer the matter to the teacher.</li> <li>• Details of any complaints made are documented in the staff reflection journal or via email to the school principal if the complaint is considered serious ie: involving child/educator safety or a safety concern within the preschool.</li> <li>• Parents/carers are informed of any changes made to preschool due to their complaint via email or Seesaw.</li> </ul>
<b>Notification of a serious complaint</b>	<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>
<b>Implementing the child safe standards</b>	<ul style="list-style-type: none"> <li>• Our preschool deals with complaints in a manner that is child focussed.</li> <li>• Strategies are in place, so all children are heard and are encouraged to let staff know if they feel unsafe. Involving them in discussions about their safety empowers them. Children are listened to and complaints are dealt with seriously. Complaints are discussed with the preschool supervisor and families. There is also a section in our daily afternoon reflection recording children's concerns to ensure that their voices are reflected.</li> </ul>

	<ul style="list-style-type: none"> <li>Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.</li> </ul>
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### Record of procedure's review

<b>Date of review</b>	6/9/23
<b>Who was involved</b>	Preschool Staff
<b>Key changes made and reason why</b>	Changed to new DoE template Implementing the Child Safe Standards included.
<b>Record of communication of significant changes to relevant stakeholders</b>	Principal: Helen Te Rata Staff: all preschool staff read, reflected, and signed off. Procedure also posted on Sentral for K-6 staff to engage with. Emailed to P&C representatives Parents: notified via Seesaw. 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.