

Stockton Public School 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 Pg. 103 Complaints Handling Policy School Community and Consumer Complaint Procedure Preschool Notification Guidelines
Pre-reading and reference documents		
ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement Making a Complaint About Our Schools - family information sheet		
Staff roles and 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. • all procedures are current and reviewed as part of a continuous cycle of self- assessment. 	

<p>Preschool supervisor</p>	<p>The preschool supervisor supports the Principal in their role and is responsible for supporting the educators in reviewing this procedure through a process of self-assessment and critical reflection.</p> <p>This could include:</p> <ul style="list-style-type: none"> • analysing complaints, incidents or issues and what the implications are for the updates to this procedure. • reflecting on how this procedure is informed by relevant recognised 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.
<p>Preschool educators</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 • 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.
<p>Procedure</p>	
<p>Making a complaint</p>	<ul style="list-style-type: none"> • The preschool communicate the process of making a complaint to families through the enrolment and orientation processes. e.g. orientation sessions, parent information booklet <p><u>Levels of complaint handling:</u></p> <p><u>Informal:</u></p> <ul style="list-style-type: none"> • This will be simple straightforward complaints, usually verbally. • Parents will be encouraged to approach preschool staff to try and resolve these complaints. The preschool teacher will seek to address and resolve complaints respectfully, as soon as possible. By listening and communicating we can help to resolve many complaints. • 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.

	<ul style="list-style-type: none"> • If the complaint is told to the SLSO, they would discuss the matter with the Preschool teacher. <p><u>Formal:</u></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 <i>any complaints are to be directed to the school principal</i>. • The service approval details also note the name and contact number of the regulatory authority. If families have a complaint that is of a more serious nature or relates to a breach of a regulation, they may choose to contact our regulatory authority. • A school complaint form may be used. It can be completed and sent to the Principal or School Education Director. • NSW Early Childhood Education Directorate, Department of Education: ececd@det.nsw.edu.au Phone: 1800619113 • 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>. • Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> and EPAC (phone 02 7814 3733 or email epac@det.nsw.edu.au)
<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>. • Complaints are dealt with in an open, respectful and confidential manner. • We accept all complaints whether verbal or written. • Details of any complaints made are documented by an educator or staff member in the preschool's <i>Comments/ complaints book</i>. • Complaints will be dealt with in the strictest confidentiality. An educator or staff member involved in handling the complaint will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed. • People will receive regular updates on the progress of their complaints, so grievances can be resolved as quickly as possible.

	<ul style="list-style-type: none"> • Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint. • We encourage compliments and suggestions to improve the service through a suggestion box, as well as complaints. • Opportunities to raise concerns, complaints or comments are also provided by regular surveys conducted by the preschool. • Families can make a formal complaint about aspects of our Preschool and no person will be disadvantaged in anyway as a result of that complaint. <p>Steps in resolving a grievance:</p> <ul style="list-style-type: none"> • Get a clear picture of what is each persons' issue • Clarify the issue to be resolved • Seek possible solutions, from all parties • Negotiate action/s to be undertaken • Reach an agreement • Undertake the action • Review the issue/ grievance once it has been resolved.
<p>Notification of a serious complaint</p>	<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

16/8/21- Kristyn Drewe, 30/8/21 - Christine Hayes, 01/09/2021-Zoe Lantry, Alexis Scott and Jodie Holt

Key changes made and reason/s why

Procedure updated and in the new format in line with the Leading and Operating Department Preschool guidelines.

Record of communication of significant changes to relevant stakeholders

