

Coota Gulla Preschool Procedures



Dealing with Complaints

Associated National Quality Standard	Education and Care Services National Law or Regulation	Associated Departmental policies, procedures or guidelines
7.1	176	▪ Complaints Handling Policy
Next Review Date:	17/5/24	

Parents/carers are informed of complaints procedures at Orientation. There is also information on display at the preschool foyer which states that complaints can be made to the principal.

- The parent/carer can make an informal complaint to the teacher. If a complaint is made to an SLSO or the AEO, it is referred to the teacher. The teacher informs the designated educational leader and the complaint is handled jointly. If the parent/carer is dissatisfied with the outcome they are referred to the person in charge (principal).
- If the parent/carer wishes to make a formal complaint then they are referred to the person in charge (principal), who follows the department's Complaints Handling Policy.
- If the parent/carer is not satisfied with the outcome as handled by the person in charge (principal) they are informed that they can make their complaint to the Early Childhood Education Directorate.

In the event that the complaint is in reference to a **child protection issue** the matter is referred to the designated educational leader or the person in charge (principal) **immediately**. An **MRG** is completed and the result is enacted upon.

If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer then their concerns are directed to the person in charge (principal) in line with the Employee Performance and Conduct Directorate (EPAC).

A record of all complaints is kept at the preschool. Records of any complaints which escalate to the person in charge (principal) are kept in the principal's office as well.

Any serious complaint, including contravening of any law, is also reported to Early Learning within 24 hours.

[Key Changes to Notifications, Incidents and Complaints from 1 Oct 2017](#)