

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

### Responsibilities

School principal	<p>The principal as nominated supervisor, educational leader and responsible person holds primary responsibility for the preschool. The principal is responsible for ensuring:</p> <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 able to 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>
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"> <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>

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"> <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>
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### **Procedure**

Who a complaint can be made to	<ul style="list-style-type: none"> <li>Clearly displayed in the preschool entrance (Maryvale House) is information giving the school's phone number and noting that any complaints are to be directed to the preschool supervisor. Additionally, the contact details for the Regulatory Authority are given.</li> <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>
Dealing with complaints	<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 a complaint is made to an SLSO or the AEO, it is referred to the teacher. The teacher informs the designated preschool supervisor and the complaint is handled jointly. If the parent/carer is dissatisfied with the outcome they are referred to the person in charge (principal).</li> <li>If the parent/carer wishes to make a formal complaint then they are referred to the preschool supervisor, who follows the department's Complaints Handling Policy.</li> <li>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</li> <li>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.</li> </ul>
Notification of a serious complaint	<ul style="list-style-type: none"> <li>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.</li> <li>In the event that the complaint is in reference to a child protection issue</li> </ul>



	the matter is referred to the preschool supervisor or the person in charge (principal) immediately. An MRG is completed, and the result is enacted upon.
Implementing the child safe standards	<ul style="list-style-type: none"> <li>Our preschool deals with complaints in a manner that is child focused.</li> <li>All decision-making processes, when dealing with complaints, revolve around ensuring the wellbeing of our children, first and foremost.</li> <li>Complaints about children exhibiting harmful sexual behaviours will be reported to the preschool supervisor, as required by the department's Complaints Handling policy.</li> </ul>

### **Record of procedure's review**

Date of review	7/2/24
Who was involved	Preschool educators
Key changes made and reason why	Updated and reviewed to include new team members.
Record of communication of significant changes to relevant stakeholders	<p>Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure</p> <p>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.</p>

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

Date of review	6/12/23
Who was involved	Preschool staff
Key changes made and reason why	Updated and reviewed to reflect the new preschool environment.
Record of communication of significant changes to relevant stakeholders	<p>Principal: via email Staff: via email Parents: ClassDojo for feedback and school website to share updated procedure</p> <p>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.</p>

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