



## Dealing with Complaints

Reviewed: 2/08/2019

Next Review: August 2020

<b>Education and care services regulation/s</b>	<ul style="list-style-type: none"> <li>• <a href="#">Regulation 168(2)(o)</a> Education and care service must have policies/procedures</li> <li>• <a href="#">Regulation 176(2)(b)</a> Time to notify certain information to Regulatory Authority</li> </ul>
<b>NSW Department of Education policy, procedure or guidelines</b>	<p>The following department policies and relevant documents can be accessed from the preschool section of the department's <a href="#">website</a>;</p> <ul style="list-style-type: none"> <li>• <a href="#">Complaints Handling Policy</a></li> <li>• <a href="#">School Community and Consumer Complaint Procedure</a></li> <li>• <a href="#">Preschool Notification Fact Sheet</a></li> <li>• <a href="#">preschool notification guideline</a></li> <li>• DoE Code of Conduct <a href="https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf">https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf</a></li> </ul>
<b>National Quality Standard(s)</b>	<p><b>7.1.2 Management Systems</b></p> <p>Systems are in place to manage risk and enable the effective management and operation of a quality service.</p>
<b><a href="#">Preschool Handbook</a> reference</b>	Staffing page 60
<b>School policy or procedure</b>	

While most complaints should be resolved informally with the relevant staff member, there are provisions for the use of formal procedures depending on the nature and seriousness of the complaint. All staff need to be aware of their responsibility to comply with the DoE Code of Conduct Procedures.

Informal complaints by a parent or caregiver will be dealt with by the relevant preschool staff at the time of complaint or as soon as practically possible.

Informal complaints that cannot be resolved by the preschool staff will be directed to the preschool supervisor (principal).

Formal complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, are to be directed to the school Principal. The Principal will then make all relevant notifications within the prescribed timeframes.

If a complaint relates to a breach of a regulation, Early Learning must be notified within 24 hours.

### Procedures

- Our 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 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 accountability and quality improvement.
- All minor complaint and disputes will be resolved promptly and without using formal procedures. Whenever possible, informal resolution will be attempted first in all matters assessed as less serious.
- Families are advised to initially make complaints to our early childhood teacher or principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the NSW Department of Education Complaints Handling Policy and Procedures.
- Complaints of a child protection nature should be referred promptly to the principal and the *Department of Family and Community Services (FACS)*.
- Our Preschool Information Handbook informs families how to make a complaint
- If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should speak to the principal who will follow the relevant DoE policy.
- The school principal keeps copies of all complaints submitted and how it was resolved.
- Displayed in the preschool entrance (on the DoE template), is the photo and name of the school principal and a statement noting this is the person a complaint can be made to.
- Also displayed in the entrance is a statement advising families that if their complaint is of a more serious nature, or relates to the breach of a regulation, they may choose to contact our regulator;

*NSW Early Childhood Education Directorate,  
Department of Education*  
Contact Early Learning at [earlylearning@det.nsw.edu.au](mailto:earlylearning@det.nsw.edu.au)  
Ph: 9266 8165

- Relevant to the preschool, if a complaint relates to a breach of a regulation, *DoE Early Learning* will be notified within 24 hours.