**Ashcroft Public School Preschool Procedure**

**Dealing with complaints**

**Reviewed: 2020 To be reviewed: 2021**

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| **Education and care services regulation/s** | **NSW Department of Education policy, procedure or guidelines** |
| [Regulation 168(2)(o)](http://www6.austlii.edu.au/cgi-bin/viewdoc/au/legis/nsw/consol_reg/eacsnr422/s168.html)[Regulation 176(2)(b)](http://www6.austlii.edu.au/cgi-bin/viewdoc/au/legis/nsw/consol_reg/eacsnr422/s176.html) | The following department policies and relevant documents can be accessed from the preschool section of the department’s [website](https://education.nsw.gov.au/teaching-and-learning/curriculum/preschool/policies-and-procedures);* [Complaints Handling Policy PD/2002/0051/V04](https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy)
* [School Community and Consumer Complaint Procedure](https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf)
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| **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 in a timely manner.
* Our preschool handbook directs parents/guardians to initially make any complaints to our preschool teacher, or if preferred, our principal by appointment. Displayed in the preschool foyer is the photo and name of our school principal, and a statement noting this is the person a complaint can be made to.
* Both our preschool teacher and principal will keep notes of any complaints made to them.
* Complaints will be dealt with promptly, confidentially and professionally, as per the *NSW Department of Education Complaints Handling Policy, 2017.*
* If a complaint relates to the breach of a regulation, *Early Learning* will be notified by phone on 9266 8165 within 24 hours.
* Whenever possible, informal resolution will be attempted first, in all matters assessed as less serious.
* If a complaint is made to her, our preschool SLSO will refer it to our preschool teacher.
* Also displayed in our preschool foyer 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*

* Complaints of a child protection nature will be referred asap to the principal or *Department of Family Services* or Police*.*
* If the Principal has concerns related to the behaviour or actions of another employee, contractor or volunteer, they will contact the *Director, Employee Performance and Conduct Directorate* (EPAC), or an EPAC Investigator, on telephone (02) 9266 8070.
* If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should inform the principal.
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