

ASHCROFT PUBLIC SCHOOL

Dealing with Complaints Procedure

Reviewed: 11/2022

To be reviewed: 2023

Associated National Quality Standards	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 Complaints Handling Policy School Community and Consumer Complaint Procedure Preschool Notification Guidelines
Pre-reading and reference documents		
ACECOA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement Making a Complaint About Our Schools - family information sheet		
Procedure		
<p>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.</p> <p>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.</p>		
Making a complaint	<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> <i>APS Preschool Handbook</i> directs parents/carers 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. The service approval details also note the name and contact number of the regulatory authority. Also displayed in the 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 - <i>NSW Early Childhood Education Directorate.</i> Complaints of a child protection nature will be referred as soon as possible to the principal. The principal will use the Mandatory Reporters Guide and contact the DoE Child Wellbeing Unit, NSW Department of Communities and Justice or Police as required. All child protection matters are recorded and are kept in a locked cupboard in the principal's office. 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</i> 	

	<p><i>Performance and Conduct Directorate (EPAC).</i></p> <ul style="list-style-type: none"> 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).
Dealing with complaints	<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. Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible. 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. If a complaint is made to the preschool SLSO, they will refer it to the preschool teacher. Details of any complaints made are documented by the preschool teacher and principal.
Notification of a serious complaint	<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	
03/11/2022	Karen Ali, Sarah Philp, Shayla Rash
Key changes made and reason/s why	
Sections created to make procedure clearer to follow	
Record of communication of significant changes to relevant stakeholders	
Procedure displayed in preschool foyer and communicated to staff at staff meeting.	

Copy and paste a new table to record each occasion the procedure is reviewed.