Early Intervention and Preschool Procedure

Dealing with Complaints



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| **Current** | September, 2017 |
| **Next Review** | 2018 |
| **Regulation(s)** | R. 173 |
| **National Quality Standard(s)** | Standard 7.1: Governance-  Governance supports the operation of a quality service. |
| **Relevant DoE Policy and link** | [Complaints Handling Policy](https://education.nsw.gov.au/policy-library/policies/complaints-handling-policy) |
| **Relevant School Procedure** | [Annandale Public School Communication Between School and Home Procedures](http://www.annandale-p.schools.nsw.edu.au/documents/82032029/82045172/communication_between_school_and_home.pdf) |
| **Key Resources** | [School community and consumer complaint procedures- 2017](https://education.nsw.gov.au/policy-library/associated-documents/School-complaint-procedure_AC.pdf) |

**Common 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 teacher or principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the *NSW Education and Communities Complaints Handling Policy, 2011*
* Complaints of a child protection nature should be referred promptly to the principal or *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 electronic 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*

*e-mail: ececd@det.nsw.edu.au phone: 1800 619 113*

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