

Coonamble Public School Preschool



Preschool dealing with complaints procedure

Associated National Quality Standard	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		
ACECQA National Quality Standard Information Sheet: Using Complaints to Support Continuous Improvement Making a Complaint About Our Schools - family information sheet		
Staff roles and responsibilities		
School principal	The principal as Nominated Supervisor, Educational Leader and Responsible Person holds primary responsibility for the preschool. The principal is responsible for ensuring: <ul style="list-style-type: none"> · the preschool is compliant with legislative standards related to this procedure at all times · all staff involved in the preschool are familiar with and implement this procedure · all procedures are current and reviewed as part of a continuous cycle of self- assessment. 	

<p>Preschool supervisor</p>	<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 includes:</p> <ul style="list-style-type: none"> · analysing complaints, incidents or issues and what the implications are for the updates to this procedure · reflecting on how this procedure is informed by relevant recognised authorities · planning and discussing ways to engage with families and communities, including how changes are communicated · developing strategies to induct all staff when procedures are updated to ensure practice is embedded.
<p>Preschool educators</p>	<p>The preschool educators are responsible for working with leadership to ensure:</p> <ul style="list-style-type: none"> · all staff in the preschool and daily practices comply with this procedure · storing this procedure in the preschool, and making it accessible to all staff, families, visitors and volunteers · being actively involved in the review of this procedure, as required, or at least annually · ensuring the details of this procedure's review are documented.
<p>Procedure</p>	
<p>Making a complaint</p>	<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> · The process of making a complaint is outlined in the 'Preschool information booklet' which all families receive upon enrolment. · When a parent or caregiver has an issue or concern, that may not yet be a complaint, it may be referred to the preschool teacher. This talk may require a separate meeting, other than pick up or drop off. Therefore, it may be required that a mutually convenient time be organised. Complaints can also be

communicated by email, over the telephone or by letter if preferred.

- If an SLSO is part of a discussion in which a parent/carer mentioned an issue, the parent/carer must be referred to the teacher or to the assistant principal (AP) or principal (if it is about the teacher).
- The preschool assistant principal is also available to discuss any complaint. Meeting times can be sought by phoning the preschool or the school.
- As stated on the Preschools service approval (displayed in the preschool entrance), if families/carers and staff are not able to resolve the complaint or if they feel the complaint is of a sensitive nature, they can contact Coonamble Public School Executive Principal to discuss the complaint. Meeting times can be sought by telephoning the preschool or the school.
- In those situations where it is not appropriate or not possible to resolve a matter informally, the Department of Education has a guideline document that can be referred to by preschool staff or provided to parents as a support guide. This document provides direction in determining whether or not the matter reaches the threshold of seriousness that requires a formal approach. A copy of this document can be sourced from the school front office.
- The service approval details also note the name and contact number of the regulatory authority. If families would like to make a complaint of a breach of regulation they may also do so through contacting the regulatory authority. This information is shared with families, when a complaint is made to the Executive Principal.
- 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 Ethics Standards (PES)*.
- Complaints about the school principal can be made to the relevant *Director Educational Leadership and (PES)* (phone 02 7814 3722 or email PES@det.nsw.edu.au).

<p>Dealing with complaints</p>	<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 an SLSO, they must refer the complaint to the preschool teacher or assistant principal or principal (if it is about the teacher). · Details of any complaints made are documented. <ul style="list-style-type: none"> - Verbal - If a complaint is received in a brief discussion, it must be recorded on Sentral-wellbeing (child's profile)- anecdotal. - Meeting - The meeting will be recorded on the parent meeting proforma and then saved on Sentral-wellbeing (child's name)- interview and attach parent meeting proforma. - If the complaint is made to the principal it will be recorded and filed in a confidential file in the principal office lock up,, along with any follow up information. · All complaints (where appropriate) are reflected upon and treated as feedback to improve practice and make improvements.
<p>Notification of a serious complaint</p>	<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
2/3/2021 Carolyn Jones, Emma Horan, Natalie Kenny and Annette Thomson
Key changes made and reason/s why
Format was changed to make procedure more comprehensive.
Record of communication of significant changes to relevant stakeholders
Procedure will be presented at the next P&C meeting by Annette Thomson and added to Kinderloop for parents/carers to view.

Record of procedure's review
Date of review and who was involved
23/2/2022 Carolyn Jones, Leanne McMaster, Miriam McKeown and Anthea Robinson
Key changes made and reason/s why
No changes were made
Record of communication of significant changes to relevant stakeholders
Procedure will be presented at the next P&C meeting by Anthea Robinson and added to Kinderloop for parents/carers to view.