

Coonamble Public School Preschool



Preschool Dealing with Complaints Procedure

| National Quality Standard Education and Care Services National Law and National Regulations | Associated department policy, procedure or guideline | Reference document(s) and/or advice from a recognised authority |
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| <p>NQS: 7.1</p> <p>Regulations: 173, 176</p> | <p>Leading and operating department preschool guidelines</p> <p>Complaints handling policy</p> <p>Staff complaint procedures [PDF 623 KB]</p> <p>School community and consumer complaint procedure [PDF 489 KB]</p> <p>Making a complaint about NSW public schools – guide for parents and carers</p> | <p>Complaints handling guide – upholding the rights of children and young people [PDF 9.1 MB]</p> <p>ACECQA information sheet – Using complaints to support continuous improvement [PDF 609 KB]</p> <p>Raising concerns about early childhood education and outside school hours care services [PDF 405 KB]</p> <p>ACECQA's policy and procedures guidelines – Dealing with complaints [PDF 229 KB]</p> |

Responsibilities

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| <p>School principal</p> | <p>The principal as nominated supervisor, educational leader and responsible person holds primary responsibility for the preschool.</p> <p>The principal is responsible for ensuring:</p> <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>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.</p> |
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| Preschool supervisor | <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 could include:</p> <ul style="list-style-type: none"> ● analysing complaints, incidents or issues and the implications for updates to this procedure ● reflecting on how this procedure is informed by stakeholder feedback and relevant expert 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. |
| Preschool teacher(s) and educator(s) | <p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> ● all staff in the preschool and daily practices comply with this procedure ● this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers ● they are actively involved in the review of this procedure, as required, or at least annually ● details of this procedure's review are documented. |

Procedure

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| Who a complaint can be made to | <p>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></p> <ul style="list-style-type: none"> ● 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. |
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| | <ul style="list-style-type: none">● 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 <i>Professional Ethics Standards (PES)</i>.● Complaints about the school principal can be made to the relevant <i>Director Educational Leadership</i> and (PES) (phone 02 7814 3722 or email PES@det.nsw.edu.au). |
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| <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 assistant principal preschool or 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> | <p>If a formal complaint is made alleging that the Law has been contravened, a child's wellbeing has been compromised 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.</p> |
| <p>Implementing the child safe standards</p> | <ul style="list-style-type: none"> ● Our preschool deals with complaints in a manner that is child focused, in accordance with the National Principals of Child Safe Organisations. ● The preschool staff provide a trusting and inclusive environment that enables children to ask questions and speak up if they feel unsafe. ● Parents/carers and families are made aware through discussions that there will be no negative repercussions for a child (or parent) making a complaint, that is, a child won't get in trouble for making a complaint. ● Teachers and educators regularly remind children who they can make a complaint to and how this can be done in child-friendly ways, for example, verbally to a staff member, through a drawing or by their parent on their behalf. |

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| | <ul style="list-style-type: none"> • Teachers and educators provide time and space for children to talk about their fears, concerns and safety needs. They are listened to and feel supported. • Children’s input and feedback is sought to make the preschool a place that everyone feels safe, such as by creating class rules. • Complaints about children exhibiting harmful sexual behaviours will be reported to the assistant principal preschool or the executive principal, as required by the department’s complaints handling policy. |
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Record of procedure’s review

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| 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. |

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| 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.

Record of procedure's review

Date of review and who was involved

07/03/2023 Carolyn Jones, Leanne McMaster, Miriam McKeown and Shiralee Robinson

Key changes made and reason/s why

formatting

Record of communication of significant changes to relevant stakeholders

Procedure will be presented at the next P&C meeting by Anette Thomson and added to Kinderloop for parents/carers to view.

Record of procedure's review

Date of review and who was involved

9/10/23 Carolyn Jones, Leanne McMaster, Miriam McKeown and Shiralee Robinson

Key changes made and reason/s why

Addition of how to deal with complaints exhibiting harmful sexual behaviours and being child focused in the dealing with complaints.

Record of communication of significant changes to relevant stakeholders

Procedure will be presented at the next P&C meeting by Anette Thomson and added to Kinderloop for parents/carers to view.

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| Date of review | 20/3/24 |
| Who was involved | Miriam McKeown, Annette Thomson, Leanne McMaster, Carolyn Jones & Shiralee Robinson |
| Key changes made and reason why | Formatting |
| Record of communication of significant changes to relevant stakeholders | Principal: Emailed to principal 20/3/24 to present to P&C at the next meeting. Staff: Shared with all staff during the review meeting 20/3/24. Parents: Added to Kinderloop for feedback 20/3/34 Please note, parents must be notified at least 14 days prior to a change that may have a significant impact on their service's provision of education and care or a family's ability to use the service. |