Birraleegal Goondi Preschool

Walgett Community College

Our school community is built on **safe, respectful, happy learners,** striving for our motto of **Courage and Excellence.**

Dealing with complaints – preschool procedure table

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
NQS: 7.1 **Regulations: 173, 176**	Leading and operating department preschool guidelines Complaints handling policy Staff complaint procedures [PDF 623 KB] School community and consumer complaint procedure [PDF 489 KB] Making a complaint about NSW public schools – guide for parents and carers	Complaints handling guide – upholding the rights of children and young people [PDF 9.1 MB] ACECQA information sheet – Using complaints to support continuous improvement [PDF 609 KB] Raising concerns about early childhood education and outside school hours care services [PDF 405 KB] ACECQA's policy and procedures guidelines – Dealing with complaints [PDF 229 KB]

© NSW Department of Education, Sep-23

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: ● 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. These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.
Preschool supervisor	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: ● 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)	Preschool teachers and educators are responsible for working with the preschool leadership team to ensure: ● 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.

© NSW Department of Education, Sep-23

Procedure

Who a complaint can be made to	• The preschool's service approval details are clearly displayed at the preschool entrance. It includes the preschool's phone number and notes that complaints are to be directed to the school principal. Contact details for the Regulatory Authority are also provided. • Parents are able to make a concern, complaint or even recommendation via the NSW DoE School Complaint Procedures in person verbally, over the phone or in writing and this process is included in the orientation booklet. The school will offer and provide support for parents to complete this process. • 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 and Ethical Standards (PES). Phone 7814 3722 or email pes@det.nsw.edu.au. • Complaints about the school principal can be made to the relevant Director Educational Leadership and PES. The school will offer and provide support for parents to complete this process.
Dealing with complaints	• Our preschool implements the *NSW Department of Education's Complaints Handling Policy.* • 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. • Any complaint to a staff member should be referred to the teacher. If a complaint cannot be resolved by the teacher, is a serious complaint or related to child protection, it will be referred to the supervisor and principal immediately. • Details of any complaints made are documented using the appropriate template found at Community Complaint Procedures • Any changes or necessary feedback is given promptly by the principal/relevant party. • Complaints should be finalised within 20 working days and all parties will be kept informed of the progress of the complaint, the reasons for any decisions and the outcomes that will be implemented. The principal is responsible for this process.
Notification of a serious complaint	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.
Implementing the Child Safe Standards	• Our preschool deals with complaints in a manner that is child focussed. • The complaint must as far as possibly identify the student, the issue to be addressed, known facts about the incident, list possible witnesses who could clarify actions or events and be focussed on the needs and impact on the child with a view to preventing future incidents and providing support to address the current incident. • Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.

© NSW Department of Education, Sep-23

Record of procedure's review

Date of review	10/09/2024
Who was involved	Alison Finlayson
Key changes made and reason why	Updated template available from Early Learning Implementing the child safe standards: • Our preschool deals with complaints in a manner that is child focussed. • The complaint must as far as possibly identify the student, the issue to be addressed, known facts about the incident, list possible witnesses who could clarify actions or events and be focussed on the needs and impact on the child with a view to preventing future incidents and providing support to address the current incident. • Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy. Who can make a complaint: The preschool's service approval details are clearly displayed at the preschool entrance. It includes the preschool's phone number and notes that complaints are to be directed to the school principal. Contact details for the Regulatory Authority are also provided. Families have the right to make a direct complaint to the regulatory authority and we must make this information readily available. Notification requirements: 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.
Record of communication of significant changes to relevant stakeholders	Principal: Alison Finlayson Staff: New templates from Early Learning to be implemented during review cycle and minuted in staff meeting 8/02/24. Parents: Nil changes required for this procedure. 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.

© NSW Department of Education, Sep-23

Copy and paste the section below to the bottom of the table each time a new review is completed.

Date of review	
Who was involved	
Key changes made and reasons why	
Record of communication of significant changes to relevant stakeholders	Principal: Staff: Parents: 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.

© NSW Department of Education, Sep-23