

Bass Hill Public School

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	<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. 	
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 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. 	
Preschool educators	<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. 	

Procedure	
<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. Families are able to make complaints through the school office, school principal, Preschool staff or by completing a complaints and compliments form available from the school office and Preschool. • Parents are informed of the complaints process through the welcome to Bass Hill Preschool parent information booklet. There is also a Complaint Compliment and Suggestion notice affixed to the notice board. • The service approval details also note the name and contact number of the regulatory authority. • 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 Performance and Conduct Directorate</i> (EPAC). • 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).
<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 • When dealing with complaints the supervisor or Principal will use the Consumer Complaint Flowchart (appendix 1) to assess, resolve and monitor/follow up minor complaints. • 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 the SLSO receives a complaint they decipher whether the complaint needs to be referred to the preschool teacher or to the supervisor/principal.
<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. • The principal will be asked to provide documentation including: <ul style="list-style-type: none"> ➤ the complainant name and contact details ➤ the name of the child/children, gender and date of birth to whom complaint relates ➤ details including the date complaint was received, a copy of the written complaint (or summary) and any other relevant documentation including correspondence, photos or statements ➤ steps taken by the preschool/school in response to the complaint. • Any complaint with risk of significant harm /child protection or possible criminal conduct are referred to appropriate agency i.e. FACS, Child Wellbeing, Police or EPAC

Record of procedure's review

Date of review and who was involved

Term 2 – 3rd April 2021 by Kristen McNeill & Joanne Jurgeit

Key changes made and reason/s why

Leading and operating department preschool guidelines proforma and key components amended. Key components separated into specific areas for ease of following.

Record of communication of significant changes to relevant stakeholders

Amiee Jahshan – Principal
Patricia May – Preschool SLSO
Staff covering educator's breaks.

Record of procedure's review

Date of review and who was involved

Term 2 – 17th June 2022 by Joanne Jurgeit

Key changes made and reason/s why

No changes made.

Record of communication of significant changes to relevant stakeholders

Amiee Jahshan – Principal
Patricia May – Preschool SLSO
Staff covering educator's breaks.

Appendix 1

