

Barlu Kurli Preschool Procedure

Dealing with complaints

Reviewed: Feb 2019



Education and care services regulation/s	NSW Department of Education policy, procedure or guidelines	Preschool Handbook reference	School policy or procedure, where applicable
<p><u>Regulation 168(2)(o)</u></p> <p><u>Regulation 176(2)(b)</u></p>	<p><u>Complaints Handling Policy PD/2002/0051/V04</u></p> <p><u>School Community and Consumer Complaint Procedure (PDF 3.67MB)</u></p>		
<p><i>Introduction:</i></p> <p>Barlu Kurli Preschool values the feedback of educators, staff, families and the wider community in helping to create a Preschool service that meets National regulations and the needs of enrolled children and their families.</p> <p><i>Implementation:</i></p> <p>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.</p> <p>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.</p> <p>Families are advised to initially make complaints to our Preschool educators or Principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the <i>NSW Education and Communities Complaints Handling Policy, 2011</i>.</p>			

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*

Complaints of a child protection nature should be referred promptly to the principal or *Department of Family Services*.

If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should contact the *Director, Employee Performance and Conduct Directorate* (EPAC), or an EPAC Investigator, on telephone (02) 9266 8070.

User guide for annual update and review of this LP - Some points to address are;

- How are families informed of the process for making a complaint, including to *Early Childhood Education Directorate* (our regulator)?
- How are minor complaints dealt with?
- How are more serious complaints dealt with?
- Procedure for an SLSO referring a complaint on to the teacher or principal
- School process for recording complaints
- How will complaints of a child protection nature be dealt with?

Note-

- Your preschool entrance display needs to state that complaints should be directed to the school principal (on the DoE template)
- If a complaint relates to a breach of a regulation, [Early Learning](#) needs to be notified within 24 hours.
- If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should contact the *Director, Employee Performance and Conduct Directorate* (EPAC).

