



IRRAWANG PUBLIC SCHOOL

PRESCHOOL

Dealing with Complaints

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
<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

<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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<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 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.
<p>Preschool teacher(s) and educator(s)</p>	<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

<p>Who a complaint can be made to</p>	<ul style="list-style-type: none"> ● Clearly displayed in the preschool entrance is information giving the school's phone number and noting that any complaints are to be directed to the school principal. Additionally, the contact details for the Regulatory Authority are given. ● Parents/Carers will be able to make a mutually acceptable time to meet with the educator to discuss any issues. Should the parent/carer feel unsatisfied after this discussion, they can make an appointment with the nominated supervisor. At any time, parents can make a complaint through the complaints and suggestions link at the bottom of our school website. This is located at https://irrawang-p.schools.nsw.gov.au/ and complete the following form https://education.nsw.gov.au/about-us/rights-and-accountability/complaints-compliments-and-suggestions/complaint-compliment-suggestion-form. ● The service approval details also note the name and contact number of the regulatory authority. The Department's flow chart guide <i>Making a Complaint about our School</i> is located in the foyer of the Preschool, visible to parents/carers.
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	<ul style="list-style-type: none"> • 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.
<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. • All preschool staff including Educators, AEOs, SLSOs are to report complaints to the school Principal. • Details of any complaints made are documented. • Educators document any complaints in as much detail as possible, in their day book. This information is to be passed on to the school Principal immediately, if necessary or by the end of that day. • The Pedagogical Leader and/or Educator may request a meeting with parents/carers, if comfortable, to discuss if a parents or carers complaint has led to improvements or changes in preschool operations. Alternatively, Parents or carers can request a meeting with the Principal, OR Educator/Pedagogical Leader, can refer parents or carers onto the Principal to discuss matters relating to the progression and outcome of a complaint if required.
<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>

Implementing the child safe standards

- Our preschool deals with complaints in a manner that is child focussed.
- Staff create a child safe culture where children feel safe to discuss complaints of child abuse or other concerns by ensuring children feel:
 - they will be believed,
 - comfortable to talk to an adult
 - trust in the adults in the preschool
 - they are not intimidated, including by the perpetrator
 - comfortable to discuss their vulnerabilities and experiences
 - the adult they talk to will access the reporting process.
- If a child makes a disclosure, staff will discuss it immediately with the Educator and or Pedagogical Leader/Principal. An MRG (Mandatory Reporter Guide) Tree will be run through the [Department of Communities and Justice](#). If the concerns about the safety, welfare or wellbeing of the child constitutes risk of significant harm, the Principal will report to the NSW Department of Communities and Justice (DCJ).
- The principal will then let the person who made the report know the action taken. If a staff member believes that the principal has not reported risk of significant harm concerns to the DCJ, they must report directly to DCJ themselves.
- As part of a community committed to child safety, the preschool will inform parents/carers, via Sentral Parent Portal & notices on display in the Preschool Foyer, that they can report a child protection concern to the Child Protection Helpline (13 21 11).
- Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.

Record of procedure's review

<p>Date of review and who was involved</p>	<p>17/12/2023 Hylie McEvoy (Preschool Educator) Stacy Mathieson (Nominated Supervisor/School Principal)</p> <p>28/6/22 Michelle Lynch (Pedagogical Leader) Hylie McEvoy (Preschool Educator)</p> <p>16/6/23 Michelle Lynch (Pedagogical Leader) Hylie McEvoy (Preschool Educator)</p> <p>22/9/23 Michelle Lynch (Pedagogical Leader) Hylie McEvoy (Preschool Educator)</p> <p>1/7/23 Michelle Lynch (Pedagogical Leader) Hylie McEvoy (Preschool Educator)</p>
<p>Key changes made and reason why</p>	<p>22/9/23 -Updated as per Early Learning Leading and Operating Preschool Guidelines vSept2023 -Inclusion of Child Safe Standards and link to DCJ MRG-Childstory</p> <p>1/7/24 No changes</p>
<p>Record of communication of significant changes to relevant stakeholders</p>	<p>Principal: Email & Acknowledgement Spreadsheet 8/8/24</p> <p>Staff: Email & Acknowledgement Spreadsheet 8/8/24</p> <p>Parents: Sentral Parent Portal 8/8/24</p> <p>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.</p>