

# Orange Grove Public School Preschool

## Complaints Handling Procedures

Associated National Quality Standard	Education and Care Services National Law or Regulation	Associated department policy, procedure or guideline
7.1	<a href="#">Regulation 173</a> <a href="#">Regulation 176</a>	<a href="#">Leading and operating department preschool guidelines</a> <a href="#">Complaints Handling Policy</a> <a href="#">School Community and Consumer Complaint Procedure</a> <a href="#">Preschool Notification Guidelines</a> <a href="#">NSW Department of Education- Give feedback or make a complaint</a>

### 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

[ECA Code of Ethics](#)

[NSW Department of Education Code of Conduct](#)

### Record of procedure's review

#### Date of review and who was involved

22/02/23 by Lauren Tinslay

#### Key changes made and reason/s why

- Updating that records of complaints are now stored on Sentral due to change in DoE policy.

#### Record of communication of significant changes to relevant stakeholders

### Staff roles and responsibilities

<b>School principal</b>	<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"> <li>the preschool is compliant with legislative standards related to this procedure at all times</li> <li>all staff involved in the preschool are familiar with and implement this procedure</li> <li>all procedures are current and reviewed as part of a continuous cycle of self- assessment.</li> </ul>
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Staff roles and responsibilities	
<b>Preschool supervisor</b>	<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.</p> <ul style="list-style-type: none"> <li>• reflecting on how this procedure is informed by relevant recognised authorities</li> <li>• planning and discussing ways to engage with families and communities, including how changes are communicated.</li> <li>• developing strategies to induct all staff when procedures are updated to ensure practice is embedded.</li> </ul>
<b>Preschool educators including K-6 staff, relief staff and casual staff</b>	<p>The preschool educators are responsible for working with leadership to ensure:</p> <ul style="list-style-type: none"> <li>• all staff in the preschool and daily practices comply with this procedure</li> <li>• storing this procedure in the preschool, and making it accessible to all staff, families, visitors and volunteers</li> <li>• being actively involved in the review of this procedure, at least annually, or as required</li> <li>• ensuring the details of this procedure's review are documented.</li> <li>• analysing complaints, incidents or issues and what the implications are for the updates to this procedure.</li> </ul>

### Making a complaint

While most complaints should be resolved informally with the relevant educator, there are provisions for the use of formal procedures depending on the nature and seriousness of the complaint. All educators need to be aware of their responsibility to comply with the DoE Code of Conduct Procedures and the ECA Code of Ethics.

At Orange Grove Public School preschool families are encouraged to discuss their concerns with the preschool educators first. Families are informed of this at the preschool information night presentation and in the preschool handbook, after enrolment.

Informal complaints from parent or caregiver will be dealt with by the relevant preschool educators at the time of complaint or as soon as practically possible. If the family wishes to take the complaint further they need to contact the school principal. The preschool's service approval details are clearly displayed at the preschool entrance. It includes the school's phone number and notes that any complaints are to be directed to the school principal.

The service approval details also note the name and contact details of the regulatory authority, the Early Childhood Education Directorate (ECED). A sign at the front of the preschool informs families of the complaints handling process including how to contact the ECED if they wish to report a breach of the regulations.

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 *Employee Performance and Conduct Directorate* (EPAC).

Complaints about the school principal can be made to the relevant *Director Educational Leadership* and EPAC (phone 02 7814 3733 or email [epac@det.nsw.edu.au](mailto:epac@det.nsw.edu.au)).

### 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 educators will seek to address and resolve complaints respectfully and informally, as soon as possible. Where appropriate, complaints reported to one educator will be discussed and

reflected upon in team meetings in order to resolve the issue. All parties to a complaint are expected to treat the matter confidentially.

If a complaint cannot be resolved by the preschool educators, is a serious complaint or related to child protection, it will be referred to the preschool supervisor or principal immediately.

Details of complaints are recorded using Sentral under the name of the child involved. This information is only shared with preschool educators, supervisor and the principal to maintain confidentiality. For serious complaints, or those involving confidential matters, the complaint will be recorded into a separate word document and stored on the DoE drive of the staff member who received the complaint. This information will be shared only with the principal.

Where appropriate, families are informed about the outcome of a complaint in person, by phone. Educators encourage families to work in partnership to resolve complaints and manage the situation until a suitable outcome has been achieved.


### Notification of a serious complaint

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), as soon as practical, and within 24 hours of the complaint being received.

Early Learning will notify ECED on behalf of the preschool that a serious complaint has been made.

The following information from NSW Department of Education outlines the information that must be collected for this notification:

## How to make a notification to the Regulatory Authority of an incident or complaint

Notifications about prescribed incidents, allegations and complaints must be made by services to the Regulatory Authority via the [NQA ITS](#)  or by contacting the Regulatory Authority directly (Email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au) or Phone: 1800 619 113).

All Notifications:

- must be made within the prescribed timeframe for the notification type
- must be made regardless of whether or not the parent, family or carer has requested further action or information about the incident or complaint
- must contain consistent and accurate information e.g. time of incident and the names of people involved

It is important that services submit the notification within the required timeframe and more information can be added later.

#### Information to include in a notification of an incident

- The service ID number- if the service has more than one location/centre, ensure the service ID number corresponds with the service where the incident occurred.
- The full names of all people who were involved (eg staff, parents and children)
- A clear description what happened, including any reasons if they are known eg a child slipped over because there was water on the floor from a water play activity.
- The outcome of the incident e.g. injuries
- Details of any first aid or other medical treatment, and the outcome of that treatment
- The time, date and location of the incident
- Information about supervision and Educator-to-child ratios at the time of the incident
- Whether notifications have been made to parents/families/carers
- Whether notifications have been made to other government agencies eg NSW Department of Family and Community Services or the NSW Ombudsman. Include a reference number if available.
- Information about any internal investigation intended to be undertaken or already in progress
- Supporting documentation such as an incident report, photographs of an injury or location or a medical report
- Risk mitigation measures that are/will be taken by the service to prevent a similar incident happening again, or what methods are already in place to prevent this

#### Information to include in a notification of a complaint

- The service ID number- if the service has more than one location/centre, ensure the service ID number corresponds with the service where the complaint was made against.
- The full names of all people (eg staff, parents and children) who were involved
- Contact details of the person making the complaint, if available
- A clear description of the complaint
- Information about any internal investigation intended to be undertaken or already in progress

Supporting documents e.g. a copy of the complaint if made by letter or email.

From <https://education.nsw.gov.au/early-childhood-education/operating-an-early-childhood-education-service/regulation-assessment-and-rating/notifications-and-reporting>

Record of procedure's previous review
<b>Date of review and who was involved</b>
09/03/22 by Lauren Tinslay
<b>Key changes made and reason/s why</b>
- Changed location of signs about how families can make a complaint due to new entry area.
<b>Record of communication of significant changes to relevant stakeholders</b>
15/03/22- Kylie Pearse (educator), Scott McBain (Preschool supervisor)
29/04/22- Kasey Heness (Nominated Supervisor)
09/05/22- communicated to the school Parents and Citizens association