

Orange Grove Public School Preschool Complaints Handling Procedures

Current	4/12/2019
Regulation(s)	R. 168 (2)(o), 176 (2)(b)
National Quality Standard(s)	7.1 Governance- Governance supports the operation of a quality service.
Relevant DoE Policy and Links	<p>The following department policies and relevant documents can be accessed from the preschool section of the department's website:</p> <ul style="list-style-type: none"> • Complaints Handling Policy PD/2002/0051/V04 • School Community and Consumer Complaint Procedure • Preschool Notification Fact Sheet • Preschool Notification Guideline
Key Resources	<ul style="list-style-type: none"> • Preschool Notification Fact Sheet (PDF) Form NL01 to notify State Office and Early Childhood Education Directorate of a serious complaint related to a breach of regulations. • DoE Code of Conduct Last updated 01/03/2017 (PDF) • ECA Code of Ethics (PDF)

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 their child's teacher first. They are requested to make an appropriate time to meet with the teacher or phone the school and ask for an appointment with the teacher. Complaints reported to the SLSO will be referred to the Preschool teacher.

Informal complaints by a parent or caregiver will be dealt with by the relevant Preschool educators at the time of complaint or as soon as practically possible.

If families are not happy with the result, or if they do not feel it is appropriate to talk to their child's teacher parents are encouraged to phone and make an appointment to discuss their concerns with the Preschool supervisor (one of the Executive).

If the complaint cannot be resolved or the Preschool supervisor feels it needs to be escalated, the school principal will be informed.

If the complaint cannot be resolved in an informal way, parents **may be** asked to put it in writing. It is important that the written complaint includes specific details of the situation and tells what they would like to happen as a result of their complaint.

Formal complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, are to be directed to the school Principal. The Principal will then make all relevant notifications within the prescribed timeframes.

Families are notified of the document titled 'Notification of complaints, incidents and additional children in an emergency' to complete in order to resolve the incident. This form will be used to notify State Office and Early Childhood Education Directorate (our regulator) of a serious complaint related to a breach of regulations.

If a complaint relates to a breach of a regulation, Early Learning will be notified within 24 hours.

If a complaint relates to a child protection issue such as abuse of a child within the preschool by a staff member, a notification will need to be made to Early Learning and to the NSW Ombudsman (ph: 9286 1021).

Note:

- If an educator 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)

All parties to a complaint are expected to treat the matter confidentially.

This requires everyone, including the complainant, to ensure that information is restricted to those who genuinely need to know.

Furthermore, those people should only be told as much as they need to know and no more. For example, some people may need to know of the issue so that they can provide advice, but not of the identities of the persons involved.