



## Oak Flats Public School Preschool

### Dealing with complaints procedure 2025

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
<b>NQS: 7.1</b>  <b>Regulations: 173, 176</b>	Leading and operating department preschool guidelines <a href="#">Complaints handling policy</a>  <a href="#">Staff complaint procedures [PD 623 KB]</a>  <a href="#">School community and consumer complaint procedure [PDF 489 KB]</a>  <a href="#">Making a complaint about NSW public schools – guide for parents and carers</a>	<a href="#">Complaints handling guide – upholding the rights of children and young people [PDF 9.1 MB]</a>  ACECQA information sheet – <a href="#">Using complaints to support continuous improvement [PDF 609 KB]</a>  <a href="#">Raising concerns about early childhood education and outside school hours care services [PDF 405 KB]</a>  ACECQA's policy and procedures guidelines – <a href="#">Dealing with complaints [PDF 229 KB]</a>

#### Relevant Preschool Procedures

- Governance and management of the service
- Interactions with children
- Providing a child safe environment
- Staffing

#### Introduction

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

Our preschool values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulations and the needs of enrolled children and their families.

We encourage open communication through opportunities to respond and give 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.

## Responsibilities

<b>School principal</b>	<ul style="list-style-type: none"> <li>The principal as nominated supervisor, educational leader and responsible person holds primary responsibility for the preschool.</li> </ul> <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> <li>These tasks may be delegated to other members of the preschool team, but the responsibility sits with the principal.</li> </ul>
<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. This could include:</p> <ul style="list-style-type: none"> <li>analysing complaints, incidents or issues and the implications for updates to this procedure,</li> <li>reflecting on how this procedure is informed by stakeholder feedback and relevant expert 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 teacher(s) and educator(s)</b>	<p>Preschool teachers and educators are responsible for working with the preschool leadership team to ensure:</p> <ul style="list-style-type: none"> <li>• all staff in the preschool and daily practices comply with this procedure,</li> <li>• this procedure is stored in a way that it is accessible to all staff, families, visitors and volunteers,</li> <li>• they are actively involved in the review of this procedure, as required, or at least annually,</li> <li>• details of this procedure's review are documented.</li> </ul>
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## Procedure

<b>Who a complaint can be made to</b>	<ul style="list-style-type: none"> <li>• 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.</li> <li>• Families who seek to make a complaint are requested to make an appointment with the preschool teacher.</li> <li>• Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible. This process may involve a period of investigation.</li> <li>• Informal or minor complaints that cannot be resolved by the preschool teacher will be directed to the Preschool Supervisor (Alice Wigny, School Deputy Principal).</li> <li>• If a complaint cannot be resolved by the teacher, is considered a serious complaint or related to child protection, it will be referred to the principal immediately.</li> <li>• Families are requested to make an appointment with the principal, if the complaint is related to child protection or is considered serious in nature.</li> <li>• 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 <a href="mailto:pes@det.nsw.edu.au">pes@det.nsw.edu.au</a>.</li> </ul>
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<b>Dealing with complaints</b>	<ul style="list-style-type: none"> <li>• Our preschool implements the NSW Department of Education's Complaints Handling policy.</li> <li>• Complaints are dealt with in an open, respectful and confidential manner.</li> <li>• Initially, the preschool teacher will seek to address and resolve complaints respectfully and informally, as soon as possible.</li> <li>• Informal or minor complaints that cannot be resolved by the preschool teacher will be directed to the Preschool Supervisor (Alice Wigny, School Deputy Principal).</li> <li>• 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.</li> <li>• When an SLSO or AEO receives a complaint, they will refer the matter to the teacher or Assistant Principal.</li> <li>• Details of any complaints made are documented in the preschool communication book which is stored in the preschool kitchen.</li> <li>• The Principal, Assistant Principal or teacher talks with the parent or carer once any changes or improvements have been implemented due to their complaint.</li> </ul>
<b>Notification of a serious complaint</b>	<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>
<b>Implementing the child safe standards</b>	<p>Our preschool deals with complaints in a manner that is child focussed.</p> <p>All complaints are dealt with in a way that is respectful and considerate of the child or children. This is done by ensuring confidentiality is maintained and the child's own interests, diverse needs, abilities and voice is considered. Our practices are guided by the NSW Child Safe Standards.</p> <p>Complaints about children exhibiting harmful sexual behaviours will be reported to the principal, as required by the department's Complaints Handling policy.</p>
	<ul style="list-style-type: none"> <li>• Complaints about the school principal can be made to the relevant Director Educational Leadership and PES.</li> </ul>

## Record of procedure's review

Date of review	<b>28/3/2025</b>
Who was involved	Alice Wigny, Ellie Turton, Elisa Higgs, Amanda Falcon, & Jodi Niedermayer
Key changes made and reason why	Embedded links checked, implementation of procedure reviewed.
Record of communication of significant changes to relevant stakeholders	Principal: 22/04/2025 Staff: 28/3/2025 Parents: 2/6/2025  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.

<b>Date of review</b>	<b>3/4/2024</b>
<b>Who was involved</b>	Elisa Higgs, Alice Wigny, Natalie Shephard, & Jodi Niedermayer
<b>Key changes made and reason why</b>	Changes reflect current practices from the team.
<b>Record of communication of significant changes to relevant stakeholders</b>	Principal: Shared with Principal and Assistant Principal via email Staff: Shared with team members, including volunteers via email and draft paper form. Parents: Shared via Kinderloop, paper copy in folder and school website. Input was sort via Kinderloop.  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.

## Record of procedure's review

<b>Date of review</b>	8/10/2023
<b>Who was involved</b>	Elisa Higgs, Alice Wigny, Natalie Shephard, & Jodi Niedermayer
<b>Key changes made and reason why</b>	<p>Changes to new format including new link, importing relevant information from previous localised version, and to ensure the procedure includes the recent changes in 'The Leading and operating department preschool guidelines':</p> <ul style="list-style-type: none"> <li>— to include how complaints about children exhibiting harmful sexual behaviours will be managed,</li> <li>— so it is child focussed, in accordance with the National Principles for Child Safe Organisations.</li> </ul>
<b>Record of communication of significant changes to relevant stakeholders</b>	<p>Principal: Shared with Principal and Assistant Principal via email</p> <p>Staff: Shared with team members, including volunteers via email and draft paper form.</p> <p>Parents: Shared via Kinderloop, paper copy in folder and school website. Input was sort via Kinderloop.</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>

Copy and paste the last 4 rows to the bottom of the table each time a new review is completed.

Record of procedure's review	
Date of review and who was involved	
5th May, 2022 Sarah Beesley, <u>Kellie Urszulak</u>	
17/05/2023 Elisa Higgs, Alice Wigny, Natalie Shephard, Amanda Falcon & Jodi Niedermayer	
Key changes made and reason/s why	
Added additional supervision details as a result of changes to the preschool cohort. Changed format to align with Department guidelines Annual update	
Links checked and accessible. Procedure reflects current practices, policies and references.	

Record of communication of significant changes to relevant stakeholders
Notified Responsible person in charge for review - 28/7/2022 Posted on Kinderloop for parents/carers to review - 02/08/2022
Notified Responsible person in charge for review - 4/07/2023 Posted on Kinderloop for parents/carers to review - 7/07/2023