



Dubbo West Public School Preschool

Procedure: Dealing with Complaints

Education and Care Services National Law or Regulation:

Regulation 176

Links to National Quality Standard:

7.1

Associated Department Policy, Procedure or Guidelines:

Complaints Handling Policy

Date to be reviewed:

August 2020

Introduction:

This procedure outlines how complaints will be dealt with within the preschool in a fair and timely manner.

Aims:

- Enable us to respond to complaints appropriately
- Resolve complaints in a timely, fair and helpful manner
- Give parents and others involved in the preschool the confidence to know they will be listened to and steps will be taken to assist them.

Procedures:

- If a complaint is made by a parent then the preschool teachers will be notified first.
- Preschool teachers will then speak to the parent involved to find out exactly what the issue is and how they would like to see it resolved.
- Preschool teachers will also notify the Principal, Eileen Day, or supervisor, Meg Parsons, so that they too are aware of the situation in case it can't be resolved at preschool level. This will be done via email so that there is a written record of the complaint.
- Preschool will take steps to try and resolve the issue and if they are unable to do so will ask for assistance from supervisor and principal.

- If the complaint is about staff and families are not comfortable talking directly to Preschool teachers, they will be referred to our supervisor in infants, or they can anonymously drop a note in our suggestion box. Complainants are able to directly contact the Principal, Eileen Day, or supervisor, Meg Parsons by phoning: 68823086.
- All complaints will then be dealt with following the Department's complaint handling processes. The Principal is able to contact the Department of Education Early Childhood Unit and ACECQA, to receive advice and support.
- If staff have complaints about each other all efforts will be made to resolve these within the preschool, however if this cannot be done then the preschool supervisor will be notified who will handle the complaint as appropriate.

Procedure for handling a complaint:

