

Rydalmere Public School Preschool Procedure

Dealing with complaints

Reviewed: 4 - 4 – 19



<u>Education and care services regulation/s</u>	NSW Department of Education policy, procedure or guidelines	Relevant National Quality Standard/s	School policy or procedure, where applicable
<p><u>Regulation 168(2)(o)</u></p> <p><u>Regulation 176(2)(b)</u></p>	<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 	<p>7.1: Governance supports the operation of a quality service</p>	
<ul style="list-style-type: none"> • Minor complaints are discussed directly with the parents/ care giver by the teacher and resolved as soon as possible. Should the SLSO receive a complaint they would refer the matter immediately to the teacher. • Serious complaints are discussed with the parents/ care giver and if unable to be resolved refer the issue to the school principal. The principal will manage these following the School Community and Consumer Complaints Procedures. • Details of any complaints are recorded in the teacher diary including all conversations and referrals. Serious matters are recorded on the school administration site Sentral. • If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer, they should contact the Principal who may seek advice from the Director and or Employee Performance and Conduct Directorate (EPAC). If the complaint is about the principal report to the Director and EPAC. • Complaints relating to a breach of a regulation, <i>Early Learning</i> is to be notified within 24hours. • If the complaint relates to the abuse of a child within the service by a staff member or volunteer, a notification needs to be made to <u>Early Learning</u> as well as the NSW Ombudsman (reportable conduct scheme, ph. 9286 1021) • The preschool will follow Department of Education mandatory procedures in relation to complaints of a child protection nature. 			