



## Guliyali Preschool Procedure Dealing with Complaints



<b>Current</b>	13/03/2017
<b>Next Review</b>	13/03/2018
<b>Regulation(s)</b>	R. 173-176
<b>National Quality Standard(s)</b>	7.3.4 Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
<b>Relevant DoE Policy and link</b>	<a href="#">Complaints Handling Policy PD/2002/0051/V04</a> Implementation documents – <a href="#">Complaints handling guidelines</a>
<b>Relevant School Procedure</b>	<ul style="list-style-type: none"><li>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.</li><li>DoE Code of Conduct <a href="https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf">https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf</a></li><li>ECA Code of Ethics <a href="http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf">http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf</a></li></ul>
<b>Key Resources</b>	<ul style="list-style-type: none"><li>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.</li><li>DoE Code of Conduct <a href="https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf">https://education.nsw.gov.au/policy-library/associated-documents/The-2014-Code-of-Conduct-approved-by-Minister-1-July-2014-updated-Dec-2016-not-tracked.pdf</a> (PDF)</li><li>ECA Code of Ethics <a href="http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf">http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf</a></li></ul>

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 and the ECA Code of Ethics.

Informal complaints by a parent or caregiver will be dealt with by the relevant preschool staff at the time of complaint or as soon as practically possible. Informal complaints that cannot be resolved by the preschool staff will be directed to the preschool supervisor (principal).

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 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* needs to be notified within 24 hours.

### **NOTE:**

- There is a template displayed at the sign in shelf in Guliyali Preschool which states that complaints should be directed to the school principal.
- If a staff member 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).