



Guliyali Public School Preschool Procedure Dealing with complaints

Reviewed: 27/03/2019



Education and care services regulation/s	NSW Department of Education policy, procedure or guidelines	Preschool Handbook reference	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 <p>School Community and Consumer Complaint Procedure</p>	<p>1) 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.2) DoE Code of Conduct 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 (PDF)</p> <p>3) ECA Code of Ethics http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf</p>	<p>1) Preschool Notification Fcat Sheet (PDF) Form NL01 to notify State Office and Early Childhood Education Directorate of a serious complaint related to a breach of regulations.</p> <p>2) DoE Code of Conduct 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</p> <p>3) ECA Code of Ethics http://www.earlychildhoodaustralia.org.au/wp-content/uploads/2016/07/ECA-COE-Brochure-2016.pdf</p>

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 have been referred to the Preschool SLSO must be then passed on to the preschool teacher. 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 / Nominated Supervisor Ms Buckley.
- 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).