



Procedure related to dealing with complaints

Associated National Quality Standard	Education and Care Services National Law or Regulation	Associated Department policy, procedure or guideline
7.1	176	Complaints Handling Policy

Describe how a family is able to make a complaint.

Minor complaints are usually received by the preschool educators, however families are informed that they are able to approach the principal directly. If the complaint is about educators, families can approach the preschool supervisor or principal.

Does this process differ for minor, serious, or complaints of a child protection nature?

Minor complaints will be resolved quickly and without using formal procedures. Complaints of a serious or child protection nature should be referred promptly to the principal.

How are families informed of these processes?

Families are informed during the orientation process and in the parent information book. There is also signage in the preschool room.

The preschool's service approval displayed in the preschool entrance states that complaints can be made to the school principal.

If a family makes a complaint to an SLSO or AEO, is it referred to the teacher?

If a complaint is made to a SLSO, it is referred to the teacher or preschool supervisor.



How are families informed that they are able to make a complaint to Early Childhood Education Directorate (the regulatory authority)?

Families are informed that they are able to make a complaint to Early Childhood Education Directorate on the service approval form.

What is the process if a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer?

If a staff member has concerns related to the behaviour or actions of another employee, contractor or volunteer they notify their supervisor.

What is the process for recording complaints?

All complaints are documented for future reference.

Early Learning needs to be notified if a complaint is made of a serious incident or a law being contravened within 24 hours of the complaint being received.