



Complaints and Feedback Policy

Relevant Legislation

Education and Care Services National Regulations 2011:168,173,176

Children (Education and Care Services National Law Application) Act 2010.

National Quality Standard for Early Childhood Education and Care and School Age Care:
Standard 7.3:

Introduction

Feedback from educators, staff, families and the wider community is an important component in the delivery of high quality early childhood education. Our philosophy provides a framework for open communication as we work in partnership with families to provide a preschool service which meets the regulation and the needs of children and their families.

We encourage open communication by providing opportunities to give feedback on all aspects of our preschool service. A component of this feedback is the ability to make a **complaint** and have this managed appropriately with due consideration for accountability and quality improvement.

Policy Goals

We will:

- ❖ Provide opportunities for consultation, evaluation and review of our service operation and educational program.
- ❖ Communicate the option and process of making a complaint.
- ❖ Handle complaints diligently and confidentially.

Strategies: What will we do?

Feedback

We value open, honest and confidential communication.

Our Preschool offers a variety of ways to communicate and provide feedback including:

- Day books
- Daily Program - will have a section dedicated to comments or feedback on the program and activities
- Interactions
- Formal feedback and comments
- Surveys
- Family meetings

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.

Families are provided with the preschool's email address and phone details at our enrolment orientation which are included in the Tathra Preschool's Enrolment Handbook. Families are encouraged to converse with educators at pick up and drop off times, and may email or call throughout the day.

Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.

Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters.

Complaints

The Nominated Supervisor will manage the complaints procedure and ensure:

A process is in place to:

- a. Receive complaints;
- b. Address and investigate complaints;
- c. Document complaints.

Information is provided on the complaint process to

- ❖ New families as part of our enrolment orientation
- ❖ Educators/staff as part of our enrolment orientation for new staff.
- ❖ Provide or arrange training on complaints management where appropriate.

Complaint Procedure

Please note - this is not a grievance procedure. Matters of staff grievance should be dealt with under our grievance policy relating to staff/educators

Feedback may take the form of compliments, suggestions, enquires, concerns or complaints about:

- The quality of the service,
- The environment and resources of the preschool,
- The relationship between a family and the staff,
- Policies, procedures or practices at the preschool;
- Decisions that are made and/or how they have been communicated

If you have any concerns in regard to any aspect of the program or management of the Preschool please to speak to the *Director* and/or raise concerns with the *President of the Executive Committee*. It is our policy to resolve any issue, which may arise so that all parties involved are in agreement and a win/win situation is established.

Step 1

Make a formal complaint about aspects of our service. No person will be disadvantaged in any way as a result of that complaint.

Step 2

Complaints should be forwarded to:

The Director
Tathra Preschool
PO Box 7192
Tathra. 2550
Telephone: 6494 1847

Step 3

Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

Step 4

Your complaint will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Approved Provider.

Step 5

Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any

actions for improvement that will take place as a result of the complaint.

Step 6

The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

Step 7

If your concern has not been resolved at the Preschool level, please contact either

- ❖ NSW Early Childhood Education and Care Directorate
Department of Education and Communities
Ph: 1800 619 113
Website: www.det.nsw.edu.au
Email: cslicensing@dhs.nsw.gov.au
Address: Locked Bag 4028, Ashfield NSW 2131

- ❖ The New South Wales Ombudsman, Community Services Division-toll free on 1800 451 524

Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

Procedures and Forms

- Induction Pack for staff/educators
- Grievance Procedures
- Complaints Register

Links to other Policies

- Confidentiality and Privacy policy
- Enrolment and Orientation
- Grievances and Complaints Policy
- Guiding Children's Behaviour Policy
- Staff Induction Policy
- Staff Appraisal Policy
- Confidentiality and Privacy Policy
- Staff Immunisation Policy
- Interaction with Children Policy
- Sun Protection Policy
- Water Safety Policy
- Health Hygiene and Infection Control

- Incident, Injury, Trauma, Illness Policy
- Medication and Medical Conditions
- Work Health and Safety Policy
- Nutrition Policy
- Staff ,Student, Volunteer Induction Policy
- Child Protection Policy

Sources and References

NSW Ombudsman (2004) Effective Complaint Handling. NSW Ombudsman

NSW Ombudsman (2009) Compliant Handling kit'. NSW Ombudsman.

DEEWR child Care Services Handbook 2011-2012. (Department of Education, Employment and Workplace Relations). Website : www.deewr.gov.au

Tathra Preschool Enrolment Handbook.

Privacy Law. Access website www.privacy.gov.au/law

UNICEF (n.d) fact sheet: A summary of the rights of the child under the Convention on the Rights of the child (March 2011). www.unicef.org

Early Childhood Australia (ECA). Code of Ethics. Access website: www.earlychildhoodaustralia.or.au/codeofethics

DEEWR (2009). Belonging Being and Becoming: The Early Years Learning Framework for Australia. www.deewr.gov.au.

ECA Code of Ethics (2006)

Community child Care Co-operative : NQF in a Box: www.cccnsw.org.au

National PSC Alliance : www.pscalliance.org.au

Date Adopted

December 2012

Review Date

2017 Updated
2021 or when procedure,
practice or legislation changes