

# Casino Public School Preschool - Djanenjam

## Localised Procedure

### Dealing with complaints



Reviewed: 25/08/2019

Education and care services regulation/s	NSW Department of Education policy, procedure or guidelines	<a href="#">Preschool Handbook</a> reference	School policy or procedure, where applicable
<p><a href="#">Regulation 168(2)(o)</a></p> <p><a href="#">Regulation 176(2)(b)</a></p>	<p>The following department policies and relevant documents can be accessed from the preschool section of the department's <a href="#">website</a>;</p> <ul style="list-style-type: none"> <li>● Complaints Handling Policy PD/2002/0051/V04</li> <li>● School Community and Consumer Complaint Procedure</li> </ul>	<p>Governance and Leadership</p> <p>Pg. 82-83</p>	
<ul style="list-style-type: none"> <li>● Our preschool values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families.</li> <li>● We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.</li> <li>● All minor complaint and disputes will be resolved promptly and without using formal procedures. Whenever possible, informal resolution will be attempted first in all matters assessed as less serious.</li> <li>● Families are advised to initially make complaints to our teacher or principal, whoever is most appropriate, by appointment. Complaints will be dealt with confidentially and professionally, as per the NSW Department of Education Complaints Handling Policy, 2011.</li> <li>● Displayed in the preschool foyer (on the DoE template), is the photo and name of the school principal and a statement noting this is the person to whom a complaint can be made.</li> <li>● In the preschool foyer, there are Complaints and Compliments forms for families to record their concerns. This can also be completed online. Inside the preschool as you enter there is a bookshelf. On the wall in a clear documentation box that has instructions on how to access departmental policies and procedures online. The Dealing with complaints procedure has the online forms that families can access.</li> </ul>			

- Also displayed in the entrance is a statement advising families that if their complaint is of a more serious nature, or relates to the breach of a regulation, they may choose to contact our regulator;

NSW Early Childhood Education Directorate,  
Department of Education  
e-mail: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au) phone: 1800 619 113

- Complaints of a child protection nature should be referred promptly to the principal or Department of Family and Community Services
- 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), or an EPAC Investigator, on telephone (02) 9266 8070.
- Families can find information about the process for making a complaint in the Djanenjam Preschool information handbook that is provided to families in their enrolment package and also located in the bookshelf on entry to the preschool.
- All complaints and issues are recorded in writing by the Principal and accurate notes are kept of all issues and action taken.