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Elizabeth North Preschool

Policy Statement Feedback and Complaint Procedure

Elizabeth North Preschool Complaint Process

All complaints are taken seriously. Our grievance procedure policy is designed for the effective management of complaints and grievances put forward by educators, management, coordinators, staff, families, and the community. It is in accordance with the Department for Education *Employee complaints procedure* [Employee complaints procedure \(edi.sa.edu.au\)](http://edi.sa.edu.au), *Preschool or school complaints procedure* [School or preschool complaints \(education.sa.gov.au\)](http://education.sa.gov.au), and the *Complaint procedures* [Making a complaint to the department - Department of Education, Australian Government](http://education.sa.gov.au)

National Quality Standards

QA7	7.2.1	There is an effective self-assessment and quality improvement process in place.
	7.1.2	Systems are in place to manage risk and enable effective management and operation of a quality service.

Legislative requirements

Section	174(2)(b)	An approved provider must notify the regulatory authority of a complaint that alleges a serious incident has occurred or is occurring while a child is being educated and cared for by a service, or that the National Law and/or National Regulations have been contravened
Regs	168(2)(o)	Requires policies and procedures for dealing with complaints.
	173(2)(b)	Requires an approved provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the service.
	176(2)(b)	Requires an approved provider to notify the relevant regulatory authority in writing, within 24 hours of the complaint alleging that a serious incident has occurred or is occurring while a child is being educated and cared for by a service, or that the National Law and/or National Regulations have been contravened.

Early Years Learning Framework

LO1	Children feel safe, secure and supported; Educators provide a physical, emotionally, and culturally safe environment where staff, families and children feel safe to provide feedback and raise concerns without fear. Educators will all feedback and concerns raised seriously and utilise it to improve their program and service.
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Policy Statement

At the Elizabeth North Preschool we are committed to providing an environment that promotes children's health, safety and wellbeing, which includes ensuring the implementation of clear policies and procedures for feedback and complaints.

Rationale

At Elizabeth North Preschool we believe that parents and families are partners in the education of children. Regular two-way communication between parents/carers and the preschool, occasional care, and/or playgroup service is essential in helping children achieve their potential and maximise their wellbeing. From time-to-time families may have concerns about what happens at the Preschool, these can be about specific incidents, children's learning, and/or site policies. Staff at Elizabeth North Preschool want to know your concerns and to partner with you in solving them

Complaints and grievances can be used to identify a focus for critical reflection of practices, programs and team performance. Complaints can be used as a positive resource for self-assessment and can inform the service's philosophy, quality improvement plan, policies and procedures.

Objectives

Our preschool is committed to ensuring that anyone can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

1. All persons in the Elizabeth North Preschool community including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with the site's values.
2. Families have the right to raise concerns and make enquiries or complaints about any aspect of preschool, occasional care and/or playgroup life.
3. Information about how, where and to whom complaints can be made should be visible and accessible through preschool procedures.
4. Complaints will be acknowledged and addressed promptly within specified timelines.
5. Individual complaints will be assessed objectively and without bias using principles of natural justice.
6. The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
7. The confidentiality of all parties will be maintained wherever possible.

About complaints or concerns

This information may be helpful in explaining what a complaint is: A complaint may be made by a parent if they think that the Preschool (ELC) has, for example:

- *done something wrong*
- *failed to do something it should have done*
- *acted unfairly or impolitely*

Your concern or complaint may be about:

- *the type, level or quality of services*
- *the behaviour and decisions of staff*
- *a policy, procedure or practice*
- *Sometimes a complaint is about something we have to do because of state or federal law. In such cases we are able to talk to you about the matter and help you understand the requirements and why they exist.*

Procedures for families and community members:

Step One – Raise the Concern

- The first step in working through a complaint is to talk to the child's teacher or ELC Leader. This should occur in an appropriate manner and at an appropriate time. If you need to arrange a time to speak please ask the ELC Leader or teacher to arrange a time.
- If you are not satisfied after speaking to your child's teacher or you feel you can't raise it with them, then please discuss the complaint with the Director. If the complaint is regarding the ELC Leader, then you may like to contact Elizabeth North Primary School's Principal.
- If you are still not satisfied that your complaint has been adequately addressed at the site level, you can contact the Peachey Partnership Education Director's Office (Para Hills Office T: 8314 4000). The Education Director's team will review the complaint: - this may involve meeting with those involved and reviewing the documentation.

Step Two – Raise the issue with the customer feedback team

If you're still not satisfied that your complaint has been addressed, you can contact the department's Customer Feedback Team.

You can either:

- submit the online feedback and complaints form
- call 1800 677 435 (free call) and provide your details to a Customer Service Officer.

If you choose to remain anonymous, the Customer Feedback team may be limited with the action they can take.

How the Customer Feedback team can help

For preschool complaints, the Customer Feedback Team can:

- give you information about why a decision might have been made
- work with the school or preschool to explore options and solutions
- review and address complaints that have not yet been resolved
- confirm if due process was followed
- connect you to the correct person or area to address your complaint
- if unable to resolve the complaint, give you review options

Step Three – Parent Complaint Unit

If we still haven't resolved your complaint, you may choose to seek independent advice from the Ombudsman SA.

Phone: 1800 182 150 (free call)

Email: ombudsman@ombudsman.sa.gov.au

For a copy of our Parent Guide to Raising a Concern or Complaint brochure and to understand steps outlining how complaints should be made go to [School or preschool complaints \(education.sa.gov.au\)](https://www.education.sa.gov.au/school-or-preschool-complaints)

Use this guide to help you think through what you are concerned about and how to resolve the matter respectfully and effectively.

Alternatively, the contact number for the Education Standards Board is 08 8226 0077 or 1800 882 413.


Procedures for staff:


Staff are to raise any issue directly with the person concerned in the first instance, should it not be resolved, the Department for Education *Employee complaints procedure* [Employee complaints procedure \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/employee-complaints-procedure) is to be followed.

Developed and accepted by the staff of Elizabeth North Preschool and the Governing Council: March 2023

Approved by Elizabeth North Primary School Leadership:

Scott Matthews (Principal): 

Kylie Richards (Preschool Leader): 

Approved Governing Council:  Name: Addy Bretten-Gava

Next Review Due: February 2024

Sources:

Australian Children's Education & Care Quality Authority website: www.acecqa.gov

Department for Education: [School or preschool complaints \(education.sa.gov.au\)](https://www.education.sa.gov.au/school-or-preschool-complaints), and Department for Education *Employee complaints procedure* [Employee complaints procedure \(edi.sa.edu.au\)](https://www.edi.sa.edu.au/employee-complaints-procedure)