

AIM: To enable parents or persons responsible for a child to make a complaint about any aspect of the operation of the Preschool. Complaints will be dealt with confidentially and in a fair and professional manner until there is a positive and satisfactory outcome.

IMPLEMENTATION:

- Procedures for dealing with a grievance can be formal or informal.
- If a parent or person responsible for a child wishes to make a complaint about some aspect of the Preschool, they should initially speak to the staff member with whom they feel most comfortable or the staff member who they consider to be the most appropriate person.
- The Nominated Supervisor must be notified as soon as a complaint is made, and will then be responsible for the complaint process being followed as required by this policy, and the outcomes being reported to all parties involved.
- The nature of the complaint, the steps then taken to deal with the complaint, and the time frame of such steps to be taken, will be recorded on a Preschool “Complaint Form” by the parent involved and the Nominated Supervisor.
- If the parent or person responsible for the child is not happy with the way in which the complaint is handled by the staff of the Preschool, they may contact:

The Approved Provider / President of the Management Committee:
Narelle Sparks
on 9817-4946 or president@ccgps.org.au

- The Department of Education and Communities will be notified of any Complaint made to the Preschool alleging a breach of Regulation which alleges that the safety, health or wellbeing of a child was or is affected, or that the Preschool has broken the Education and Care Services National Law within 24 hours of the complaint being made. This information will be submitted on the Department’s Complaint Form.

REFERENCES

Education and Care Services National Regulations 2011: Regulation 168 (2)(o), 173 (2)(b), 176 (2)(b).

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

National Quality Standard 7.3