

Lismore South Public School Preschool - Ngulliboo Jarjums

Dealing With Complaints Procedure

Reviewed: 20th October 2021 Next Review: October 2022



Education and care services regulation/s	NSW Department of Education policy, procedure or guidelines	DoE Preschool Guideline s	School policy or procedure, where applicable
<p>Regulation 168(2)(o)</p> <p>Regulation 173(2)(b)</p> <p>Regulation 176(2)(b)</p>	<p>The following department policies and relevant documents can be accessed from the preschool section of the department's website;</p> <ul style="list-style-type: none"> • Complaints Handling Policy PD/2002/0051/V04 • School Community and Consumer Complaint Procedure 	<p>Page 83-84</p> <p>Page 90</p>	

While most complaints should be resolved informally with the relevant staff member, there are provisions for the use of formal procedures depending on the nature and seriousness of the complaint. All staff need to be aware of their responsibility to comply with the DoE Code of Conduct Procedures and the ECA Code of Ethics.

At the entrance to Lismore South Public School (LSPS) Preschool – Ngulliboo Jarjums is the Service Approval stating all complaints are to be directed to the school Principal. Contact details are provided for the Regulatory Authority.

Families are informed in the Lismore South Public School Preschool - Ngulliboo Jarjums handbook of the procedures to follow for any complaints. Informal issues by a parent or caregiver will be dealt with by the relevant LSPS Preschool staff at the time of the issue being raised or as soon as practically possible. The Preschool Educator (SLSO) may refer the issue to the Preschool Educator (teacher). A record of any informal issues will be kept on file.

Informal issues that cannot be resolved by the LSPS Preschool staff will be directed to the supervisor, which is the Principal/Nominated Supervisor/Responsible Person/Educational Leader.

Formal complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached, are to be directed to the school Principal/Nominated Supervisor. The Principal/Nominated Supervisor will then make all relevant notifications within the prescribed timeframes.

- 7 days – notify Early Learning to report a complaint. Early Learning will then inform Early Childhood Education Directorate (ECED).
- 24 hours – notify Early Learning if a complaint related to a breach of a regulation.
- 24 hours – notify Early Learning of any serious incident, including the death of a child.

The Principal/Nominated Supervisor will contact the Early Learning Unit to inform advisors about the complaint, which will include;

- The complainant's name and contact details.
- The name of the child/children, gender and date of birth.
- Details, including the date the complaint was received, a copy of the written complaint (or summary) and any other relevant documentation including correspondence, photos, statements etc.
- Steps taken by Lismore South Public School Preschool – Ngulliboo Jarjums staff in response to the complaint.