



*God said, "I have loved you with an everlasting love," Jeremiah 31: 3*

## Dealing with Complaints Policy

---

### Aim

*To ensure that any issues or feedback received from stakeholders is responded to as effectively as possible and with a consistent approach for all stakeholders.*

### Explanation

In order to ensure a smooth day to day running of the preschool we ensure that policies and procedures are followed at all times. We also ensure that we are compliant with regulatory requirements including communicating changes to practices and allowing feedback from stakeholders.

We have an open door policy and welcome members of our service community to come forward with any concerns or issues so that we can work on these as soon as possible. We ensure confidentiality at all levels of the process and only discuss complaints with other members of the service if relevant to the resolution of the complaint.

### Implementation

#### Families or the community

In order to investigate complaints in a quick and thorough manner we ask that parents and community members keep complaints with the setting confidential to allow for the facts to be obtained and a resolution reached without interference from others.

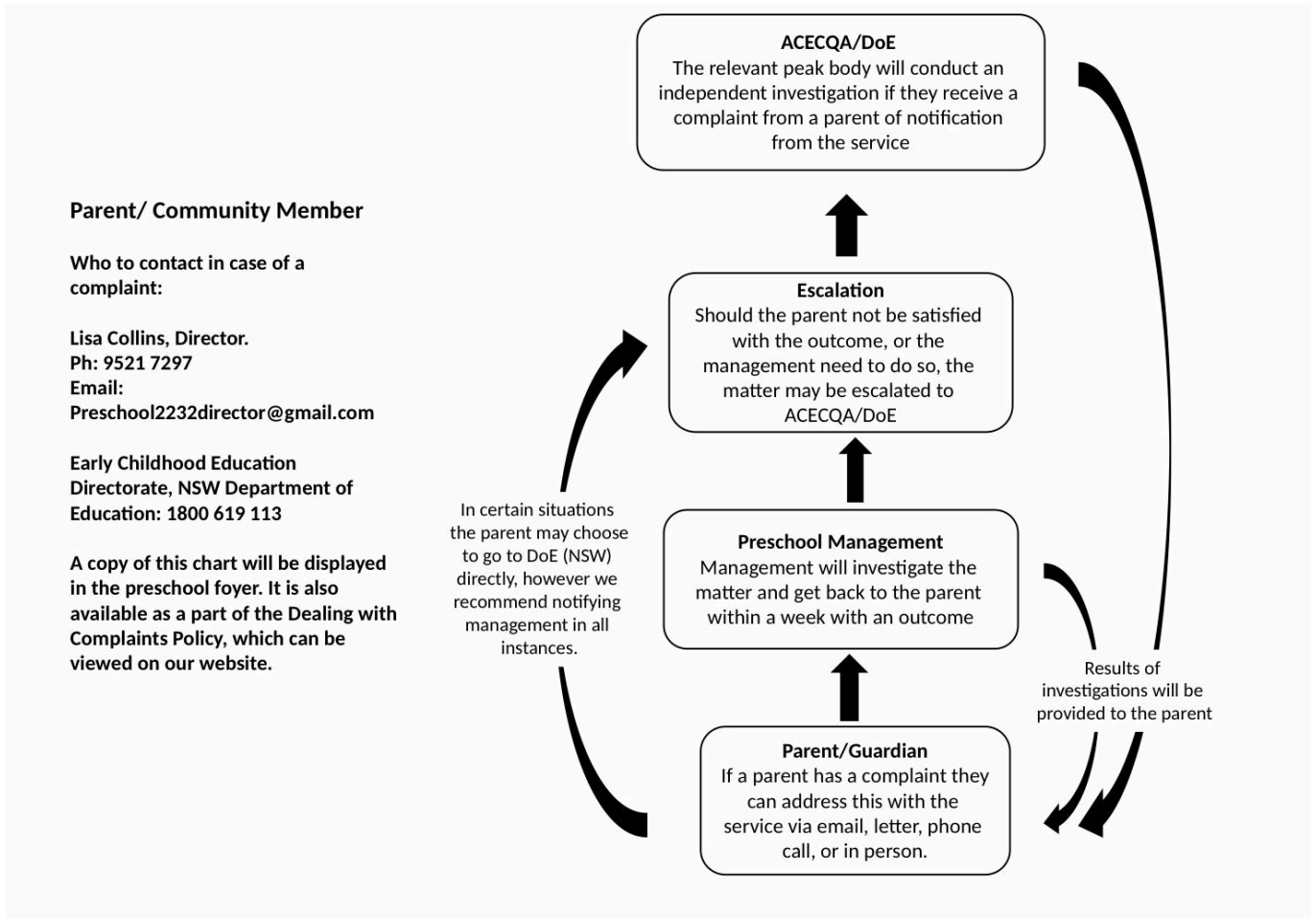
1. As soon as an issue arises a parent should make a complaint to the service. This can be done in writing via an email to the director at [preschool2232director@gmail.com](mailto:preschool2232director@gmail.com), a letter, or by discussing the matter in person with the Director or an employee that the family member feels comfortable with. All written complaints must have a name and contact details of the person addressing the issue so they can be actioned and resolved.
2. Once the complaint has been received an investigation will be conducted by management to understand the background of the issue and work toward a resolution. This resolution may be changes to policies or procedures, training for staff, communication of service practices to families and so forth.
3. Once an outcome has been reached this will be communicated via email, letter or meeting as appropriate. This outcome and investigation documentation will be kept in the child's file for record keeping purposes or should the parent choose to escalate the matter.
4. Should the issue be of a serious nature (e.g. injury, illness, trauma, immediate withdrawal of child due to concerns) then it will be escalated by management to ACECQA via form SI01 within 24 hours. If the complaint is not of a serious nature but still could impact the service it should be reported within 7 days.
5. Should the parent not be happy with the outcome of their complaint within the service they can contact the regulatory authority (DoE) directly and address their concerns with them. DoE will then conduct their own investigation of the matter.



# SUTHERLAND PRESBYTERIAN CHURCH PRESCHOOL

*God said, "I have loved you with an everlasting love," Jeremiah 31: 3*

At all times the complaints flow chart below, along with contact details for key people to contact with complaints will be kept on display in the foyer for families to refer to.



## Staff members

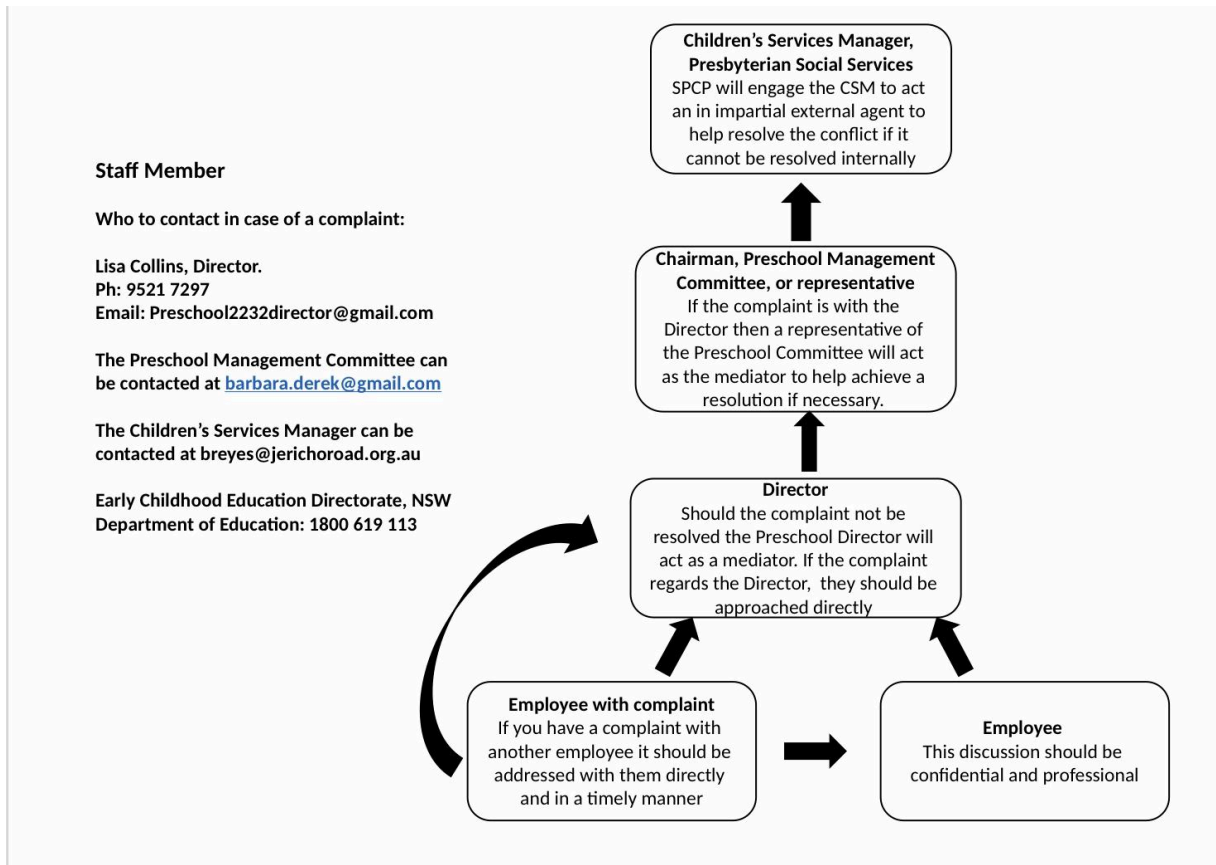
1. Should an issue arise between staff members then the first expectation is that they will address the issue in a professional manner amongst themselves. This should be done as soon as is practicably possible, in private and away from the children. **NB: Educators should consider ratio and the needs of the children, and may need to wait until a more suitable time when the safety of the children will not be a concern.**
2. Should the staff members not be able to resolve the issue themselves it should then be escalated to the Director who will act as mediator to work with the staff members on the issue and come to a mutually agreeable conclusion.
3. Should the complaint be about the Director or there is another concern, then the staff member is encouraged to contact the Preschool Management Committee at [barbara.derek@gmail.com](mailto:barbara.derek@gmail.com) for further support and mediation.
4. On the rare occasion that the issue is unable to be resolved internally then the management will seek support from the Preschool Committee, followed by the Children's Services Manager at [breyes@jerichoroad.org.au](mailto:breyes@jerichoroad.org.au) to resolve the matter.



# SUTHERLAND PRESBYTERIAN CHURCH PRESCHOOL

*God said, "I have loved you with an everlasting love," Jeremiah 31: 3*

- Once the complaint has been resolved it will be documented in the employees' files as part of their record.



Both flow charts are also available on the preschool website, [www.spcp.com.au](http://www.spcp.com.au) as part of this policy.

## Children - recommendation of the child safe standards)

It is important that children feel valued as part of the service and are able to have the opportunity to have their needs and concerns addressed. As such the following steps will be taken with children:

- Children will show their concerns/complaints either through their actions, emotions, or through communicating them directly in verbal or non-verbal ways. Children will make complaints to anyone they feel comfortable with.
- Once a complaint has been made/observed, educators will reflect on the issue and explore ways that it can be resolved. This will either be with the child involved, with a group of children, or as a team through discussions and research.
- Once options have been considered these will be raised with the child/ren and feedback gathered to make sure they are suitable. This may involve discussions, trialing the outcome and observing the impact or other age-appropriate means.
- Continuous critical reflection will be used to ensure all children are benefiting from the change and where possible adjustments will be made, in collaboration with the children.
- The complaint and outcome will be captured in documentation within the service, either in the child's observations, the program, meeting minutes, reflections etc.



# SUTHERLAND PRESBYTERIAN CHURCH PRESCHOOL

---

*God said, "I have loved you with an everlasting love," Jeremiah 31: 3*

## **Source**

Education and Care Services National Regulations

ACECQA: Contact your Regulatory Authority

(<http://www.acecqa.gov.au/regulatory-authorities1/contact-your-regulatory-authority>)

## **Compliance evidence**

Education and Care Services National Regulations (2023) 168, 173, 174, 175, 176

National Quality Standard 4.1, 4.2, 5.1, 6.1, 6.2, 7.1

Supports Child Safe Standards: 1, 2, 5, 6, 10 - new in 2024 version.

## **Review Dates**

Date of last review: Oct 2020

Date of current review: April 2024.

Date of next review: Apr 2026

Approved by: Lisa Collins (Director)/ Barbara Black (Treasurer)