



Complaints and Feedback Procedure

Purpose and Scope

Open and respectful communication is critical in providing a service for families and educators that meets the needs and reflects the rights of all. Our preschool values the feedback of educators, children, families and the wider community in helping to create a service that meets the needs of enrolled children and their families and regulations required under the law. 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. We provide opportunities for consultation, evaluation and review of the preschool operation and delivery of the education and care program, to develop a process for making and managing complaints, to communicate the option and process of making a complaint and to handle complaints diligently and confidentially. We also welcome feedback related to what is working well so that the successes of the preschool and the educators can be celebrated in appropriate and meaningful ways. This procedure applies to all educators, families and the wider community.

Procedure

Family and Educator Communication

- All individuals are to be respectful and inclusive in their interactions. The preschool offer many forms of communication between educators and family members.
- Communication offered includes for example; informal communication, family meetings, newsletters, learning logs, signs, noticeboard displays, emails, surveys, and feedback forms etc
- Educators will listen to parents and involve them in decision-making wherever possible. They accept individual and cultural differences in families. They support families in the caring of their children.
- Mutual respect is established through a pattern of conversation and exchange of information.

Feedback

- Feedback from families is encouraged and educators will take this feedback into account in ongoing planning and quality improvement.
- Communications will at all times to be open, honest and confidential.
- Our preschool will offer a variety of ways to provide feedback which may include:
 - Program – there is a section dedicated to comments or feedback on the program and experiences
 - Formal feedback and comments
 - Surveys
 - Family meetings
 - Informal conversations at pick up and drop off times, email and phone-calls.
- Families will be informed as to how their feedback has contributed to improvements in the preschool through conversations, information notice board displays, emails, and/or newsletters.

Complaints

The Nominated Supervisor will:

- Implement the Education and Training Directorate's policy for managing complaints. This is accessible online at: [http://www.det.act.gov.au/publications and policies/policy a-z](http://www.det.act.gov.au/publications_and_policies/policy_a-z). Hard copies are available from the front office on request. This process includes:
 - Receiving complaints
 - Addressing and investigating complaints
 - Documenting complaints
- Communicate information on the process to families.
- Provide contact details for putting forward a complaint.
- Ensure every complaint is managed and is an opportunity for quality improvement.
- Discuss the process for managing complaints with the educators.
- Provide or arrange training on complaints management.