



Complaints and Feedback

Policy Statement

Castle Hill Pre-School Kindergarten Inc. values the *feedback* of Educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families.

Goals

We will:

- Provide opportunities for consultation, evaluation and review of the Castle Hill Pre-School Kindergarten Inc. operation and delivery of the education and care program;
- Develop a process for making and managing complaints;
- Communicate the option and process of making a complaint;
- Handle complaint diligently and confidentially.

Strategies

Feedback:

1. Castle Hill Pre-School Kindergarten Inc. will offer a variety of ways to communicate and provide feedback including:
 - Day books;
 - Daily Program – will have a section dedicated to comments or feedback on the program and activities;
 - Interactions;
 - Formal feedback and comments;
 - Surveys;
 - Family meetings;
 - Emails, phone calls, noticeboards;
2. Educators and staff will take this feedback into account in ongoing planning and quality improvement.

Complaints:

The Nominated Supervisor will:

1. Develop a process for managing complaints. This process includes:
 - Receiving complaints;
 - Addressing and investigating complaints;
 - Documenting complaints.
2. Communicate information on the process to families through enrolment and orientation processes and information.
3. Provide contact details for putting forward a complaint on notice board in foyer.
4. Ensure every complaint is managed and is an opportunity for quality improvement.



Policy – Complaints and Feedback...continued...

5. Discuss the process for managing complaints with the educator and staff team.
6. Provide or arrange training on complaints management.

Procedures for families / educators / staff

1. Families make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
2. Complaints should be forwarded to:
 - Castle Hill Pre-School Kindergarten Inc.
 - Attention: Nominated Supervisor
 - PO Box 1676, Castle Hill, NSW, 1765
 - Phone: (02) 9634 1533
3. Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
4. Your complaint will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
5. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
6. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.



Policy – Complaints and Feedback...continued...

Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

Children (Education and Care Services National Law Application) Act 2010
Education and Care Services National Regulations 2011: 168, 173, 176
Link to National Quality Standard: 7.3
NSW Ombudsman (2004) "Effective Complaint Handling." NSW Ombudsman
NSW Ombudsman (2009) "Complaint Handling Kit." NSW Ombudsman