Communication, Feedback and Complaints

Our service 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. We encourage open communication through opportunities to respond to as well as feedback on the program. 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.

Constructive communication between parents and staff at the preschool will keep everyone informed of important issues with children. It will help the preschool adjust its curriculum and daily practice, update its approach and meet the changing needs of families and children at the preschool where appropriate. It will help the preschool formulate policies and procedures to facilitate change.

Communication with families can give a wider understanding of a child’s development and needs. Knowledge of recent events can put into context the child’s immediate needs and behaviour.

Aims

• Create positive open relationships between children, families and staff based on mutual trust and respect.

• Create a safe, caring and nurturing environment that caters for the individual needs of children and families.

• Ensure families are comfortable to raise any concerns they may have with staff in the appropriate manner.

• Provide opportunities for consultation, evaluation and review of the service 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 complaints diligently and confidentially
Communication and Feedback Strategies:

Communication will aim at all times to be open, honest and confidential.

Our service offers a variety of ways to communicate and provide feedback including:

- Families are provided the service’s email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times, and may drop in or call throughout the day.
- Open communication between parents and staff is to be encouraged. Staff & families are to maintain an ongoing balanced dialogue. This will facilitate any issues arising to be managed promptly.
- Day book sheets
- Daily photos are displayed in a digital frame.
- The comments section on sign in form
- Feedback forms which can be posted in the “Suggestions & Comments” box
- Feedback from families will be gained through parent feedback surveys at least annually.
- Families are encouraged to participate in the preschool as much as practical.
- Staff respect the families individual needs and wishes for their child, in relation to the child’s care and wellbeing.
- If an incident/accident report is recorded the staff will communicate the incident to the family as soon as possible but within 24 hours.
- In the case of a critical incident the family will be informed immediately.
- Families will be encouraged to address concerns or raise issues with staff in person or in writing.

Complaints Strategies

- General comments and informal complaints will be responded to by the Nominated Supervisor or Approved Provider verbally and / or in writing as required by the family. The complaint and the response will be documented.
- If the family is unsatisfied with the response of the Nominated Supervisor or Approved Provider, they make a written formal complaint.
- Complaints are to be documented and placed on the Complaints Register.
- Written complaints can be delivered to the preschool by mail, given to the Nominated Supervisor or Approved Provider or put in the “Suggestions & Feedback” slot.
• The complaints process is documented in the Parent Information Booklet.
• Every complaint is managed by due process and is to be viewed as an opportunity for quality improvement.
• Staff are made aware of the processes for managing complaints through the staff induction booklet and through discussions and meetings.
• Training in complaints management will be encouraged.

**Formal Complaint Process - Information for Families**

1. Families may 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:
   Kangaroo Valley Pre School
   Attn: Chris Pryor - Approved Provider
   or
   Attn: Jacinta Perry – Nominated Supervisor
   Address: 140 Moss Vale Rd Kangaroo Valley, 2577
   Telephone: 44 651 327
   Email: kvpreschool@shoalhaven.net.au
   or:
   Department of Education & Communities Early Childhood Education & Care Directorate: 1800 619 113

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. A copy of any formal complaint will be forwarded to the Director-General of the NSW Department of Education & Communities within seven days of receipt of the complaint. A written notice of action taken in response to the complaint will be provided to the family and a copy forwarded to the Director-General.

7. 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.
Formal Complaint Process - Information for Educators and Staff

Please note - this is not a grievance procedure. Matters of staff grievance should be dealt with under a grievance policy relating to staff.

1. Educators and staff may 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:

Kangaroo Valley Pre School
Attn: Chris Pryor - Approved Provider
or
Attn: Jacinta Perry – Nominated Supervisor
Address: 140 Moss Vale Rd Kangaroo Valley, 2577
Telephone: 44 651 327
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4. Your complaint will be documented, 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. A copy of any formal complaint will be forwarded to the Director-General of the NSW Department of Education & Communities within seven days of receipt of the complaint. A written notice of action taken in response to the complaint will be provided to the family and a copy forwarded to the Director-General.

7. The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.
References:

Community Child Care Co operative: Complaints & Feedback Policy

Statutory Legislation & Considerations

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

Education and Care Services National Regulations 2011

Sources
