

Quirindi Preschool Kindergarten's commitment to receiving complaints and handling them fairly.

- Quirindi Preschool Kindergarten welcomes all feedback from families, including complaints.
- We want to know about what we are doing well and what we need to improve.
- Complaints and grievances can help us to provide a better service for you and for other families. Your views are very important to us.
- Please let us know if you are not happy about any part of our service. We want to provide good services. We can learn from mistakes if you tell us about them.
- Complaints and grievances can give us information about what we need to do when we are thinking about changing our services or when we plan new services.
- We will handle your complaint and grievance fairly and as quickly as possible.
- You will not be disadvantaged in any way because you have made a complaint, and you will not lose access to services. You have a right to complain, and this is something we take very seriously.

How to Make a Complaint

- You can make the complaint yourself, or family members, friends or someone else can make the complaint on your behalf.
- Some complaints can be sorted out very quickly, but others take more time. We will let you know what we are doing about your complaint and how long it will take. We will give you the name and contact number of the person who is managing your complaint.
- Complaints can be made about anything you are not happy with, including – services you did not receive, services that were not helpful, safety issues, or concerns about the behaviour of our staff or Nominated Supervisor. For example, if you want to make a complaint that concerns the Nominated Supervisor, you can contact the Approved Provider – Management Committee.
- Complaints do not have to be made in writing. They can be made in person, on the phone, by email, or in a letter. You should try talking to your Nominated Supervisor or an Educator first. Sometimes this may not be suitable, and you can go to the Approved Provider-Quirindi Preschool Kindergarten (QPK) Management Committee. If the complaint is about the Nominated Supervisor or The Approved Provider-QPK Management Committee, you can complain to the funding body or the NSW Ombudsman.

CONTACT DETAILS FOR THE NSW DEPARTMENT OF EDUCATION

Postal address: Early Childhood Education Directorate, NSW Department of Education Locked Bag 5107, PARRAMATTA NSW 2124
Phone: 1800 619 113 (toll free) | Fax: 02 8633 1810 | Email: ececd@det.nsw.edu.au

NSW OMBUDSMAN

Postal Address: Level 24, 580 George Street Sydney NSW 2000

General inquiries: 02 9286 1000 | Toll free (outside Sydney metro): 1800 451 524

Email: nswombo@ombo.nsw.gov.au | Web: www.ombo.nsw.gov.au**Responsiveness of Complaints**

Refer to ACECQA for relevant timeframes:

<https://www.acecqa.gov.au/resources/applications/notification-types-and-timeframes>

You can access a complaint form from the Quirindi Preschool Kindergarten Website

<https://quirindipreschool.nsw.edu.au/>**OR**

Ask for help from the Nominated Supervisor or an Educator.

- You can get help from the Nominated Supervisor or a staff member to make a complaint. Let us know what you need. We can help you find an interpreter, advocate or a support person. We can help with the paperwork or writing letters.
- We will keep information confidential as far as possible and will only discuss the complaint with people who need to know about it. Some serious complaints might have to be discussed with another service, for example, the police or another government organisation.
- You can have an advocate to manage the complaint for you and speak on your behalf. If you do not know anyone suitable, we can help you find someone that you are comfortable with.
- You can also have a support person, and this can be a friend, a family member or someone from another service. They can attend meetings with you. This support person must not participate in the discussion throughout the meeting.
- If you are not happy with the way your complaint is being handled, you can go to the Approved Provider-QPK Management Committee or to the funding body or the NSW Ombudsman at any time. We can help you contact the right person.
- You can ask to have the reasons for any decisions that are made to be explained to you or your advocate in person and in writing.
- If you are not happy with the outcome of your complaint, you can ask for the decision to be reviewed by the Approved Provider-QPK Management Committee.

Your views are very important to us. If you have any questions, please do not hesitate to contact the Nominated Supervisor.

General Inquiries: 02 67461894 | Email: admin@quirindipreschool.nsw.edu.au