

Farrer Primary School Preschool Unit

Complaints procedure

Regulation 168 and 173

Farrer Preschool Unit, under regulation 168 and 173 follows the [ACT Public Preschools Complaints Procedure](#), the [ACT Education Directorate Complaints Management Policy](#) and has its own procedure document.

At Farrer Preschool Unit staff:

- make considered choices about the preschool program;
- work with families to find out about children's needs and interests;
- collaborate as a preschool team, including the Preschool team leader (Educational Leader) on matters relating to the Preschool program and compliance;
- adhere to Directorate and site-specific policies and procedures.

When working to meet children's needs and in working with families, Farrer Preschool Unit staff:

- work in collaboration with families and communicate respectfully;
- are driven by the best interests of the child;
- share information as needed and through structured or formal opportunities which may include 'getting to know you interviews', informal conversations at drop off / pick up times, parent – teacher interviews, Seesaw posts, email, phone calls, Individual Learning Plans, term overviews, semester reports and the Preschool program.

At Farrer Preschool Unit:

- Displays names and roles for staff working at Preschool and outlines who to contact should a concern arise. In the first instance this would be the class teacher, then the Preschool team leader and if needed, the principal (Nominated Supervisor). This is consistent with the approach in place across Farrer Primary School.
- Displays contact details for Children's Education and Care Assurance (CECA). This enables families to make a complaint directly to the regulatory authority should the need arise.
- Would make a referral to CECA if a complaint is made to the Directorate Liaison Unit, that there has been an alleged breach of the National Law.
- Through the Nominated Supervisor, would notify School Operations if a complaint alleges there is a risk to a child's health, safety or wellbeing.

Resources

- Complaints regulation
 - <https://www.acecqa.gov.au/notify/complaint>
- [ACT Public Preschools Complaints Procedure](#)
- [ACT Education Directorate Complaints Management Policy](#)