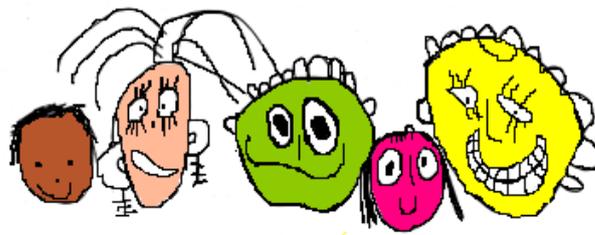


## Hamilton Community Pre-School

"Where discoveries, learning and fun connect."



### Information Sheets for Parents

# Complaints and Grievances

Hamilton Community Preschool is committed to constant improvement, the efficient handling of any complaints and the rectification of any area of the Preschool which could be improved. We believe that all parents have a right to be heard and to make comments on the running of the Preschool. We endeavor at all times to respect the contribution of consumers and to take notice of their comments and concerns in a responsible manner.

A complaint is anything that the consumer feels is unfair or makes them unhappy with the service. Complaints or grievances may be received from anyone who comes in contact with Hamilton Community Preschool, such as parents/guardians, Educators, committee members, volunteers, students, local community and other agencies.

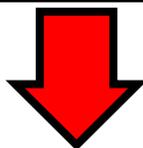
The difference between a grievance and a complaint is whether the subject matter relates to the child, the Educators members' employment, or the constitution. In most cases, dealing with complaints and grievances will be the responsibility of the Director and/or Educators and/or committee of management, and all complaints need to be assessed as to whether they are a general or a notifiable complaint (*refer to Definitions of this policy*).

When a complaint has been assessed as 'notifiable', the committee will still be required to investigate and take any actions deemed necessary, as well as respond to requests and assist with any investigation by the Regulatory Authority.

There may be occasions when the complainant reports the complaint directly to the Regulatory Authority. If they notify the committee about a complaint they have received, the committee would still have responsibility for investigating and dealing with the complaint as outlined in this policy, alongside a potential investigation by the Regulatory Authority.

## Complaints Policy Flow Chart

A person expresses concern about an issue relating to the Pre-School



**There are 2 types of complaints:-**

**1. General Complaint**

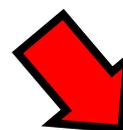
This can be simple, straightforward, and verbal and can usually be resolved as quickly as possible. Where practicable, this can be discuss with the person involved

**2. Grievance or Notifiable Complaint**

This is a more complex or serious complaint, handled by someone with authority generally the committee



**Issue is resolved -**  
No further action required.



**Issue is unresolved -**  
As soon as practicable, refer concern to the Director, Approved Provider who will investigate the allegation or the Regulatory Authority



Where relevant, report the complaint to the Regulatory Authority

Early Childhood Education and Care Directorate  
NSW Department of Education and Communities  
Locked Bag 5107  
PARRAMATTA NSW 2124

Phone: (02) 9716 2100 or 1800 619 113

Fax: (02) 9716 2162

E-mail: [cslicensing@dhs.nsw.gov.au](mailto:cslicensing@dhs.nsw.gov.au)