



Curtin Primary School is an inclusive, innovative and supportive learning community that fosters lifelong opportunities, success and a love of learning for every individual in our school.

Feedback and Complaints Procedure

Purpose and Scope

Curtin Preschools recognise the value and importance of positive and open communication in providing a service for families and educators that meets the needs and reflects the rights and responsibilities of all. Our preschools value feedback from educators, children, families and the wider community, in helping to create a responsive service that meets the needs of all stakeholders and the regulations under the law.

One 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. We provide opportunities to receive the complaint and to respond diligently and confidentially, through consultation, evaluation and review of the preschool operation.

We also welcome feedback related to what is working well, so that successes of the preschool and the educators can be celebrated in appropriate and meaningful ways.

This procedure applies to all educators, families and the wider community.

Procedure

Family and Educator Communication

All individuals are to be respectful and inclusive in the interactions.

Our preschools encourage

- Sharing knowledge to enhance the growth and development of your child
- Developing positive relationships with families that are based on mutual trust and open communication
- Developing a sense of belonging to the preschool for the children, parents/carers and educators
- Feedback from families is encouraged and educators will take this feedback into account in ongoing planning and quality improvement
- The preschools offer many forms of communication between educators and families:
 - Informal and regular communication at drop off and pick up
 - Family meetings
 - Parent/teacher interviews
 - Learning Journeys (child led)
 - Newsletters – the Curtin Courier
 - Portfolios – comments from families are invited and welcomed
 - Noticeboard displays
 - Term overviews
 - The program displayed - comments from families are invited and welcomed
 - Emails
 - Surveys
 - Feedback forms etc
- Families will be informed as to how their feedback has contributed to improvements in the preschool through conversations, information notice board displays, emails and newsletters

Complaints

The Nominated Supervisor will:

- implement the Education and Training Directorate's policy for managing complaints. This is accessible online at: http://www.det.act.gov.au/publications_and_policies/policy_a-z
- communicate information on the process to the families
- provide contact details for putting forward a complaint
- ensure every complaint is managed and is an opportunity for quality improvement
- discuss the process for managing complaints with the educators
- provide or arrange training on complaints management