



MILES FRANKLIN PRIMARY SCHOOL

Achieving Educational Excellence in a Caring Environment

Alderman St Evatt, ACT 2617 – Ph: (02) 6142 2770



Communication and dealing with complaints at Preschool

Reviewed by: Monique Darragh

Review date: 10/08/23

Next review: 10/08/24

Miles Franklin Preschool encourages open communication between parents/carers and educators. Parents/carers are encouraged to communicate either by speaking to teachers after school, phoning, emailing or making an appointment to organise a meeting time. We use Seesaw as a platform for sharing children's learning and experiences whilst at preschool. We do not use the messaging function via Seesaw and encourage parents and carers to make contact via email, phone or in person.

At enrollment and prior to the start of their year commencing individual families meet initially with the Principal and then the prospective teacher. This establishes a communication relationship and builds trust. This meeting is an opportunity for information to be exchanged about each child and for the teachers to explain the routines and programs in the preschool, allowing for a more successful and smooth transition. In addition, we offer information evenings which offer a platform to share thoughts and gain responses to questions. We also offer a 'getting to know you' interview in term one, where parents and carers are invited to get to know the teacher and share additional information about their child.

There are various reporting processes during the year where children's learning experiences can be shared. At the end of term two a written report is completed and a verbal interview offered. Learning Journeys are arranged twice a year, where examples of children's learning can be viewed and shared. At the end of term four there is another written report with the choice of an interview.

Children's health, safety and wellbeing is a key priority at our preschool. In line with regulatory requirements, we notify the regulatory authority of any complaints alleging the occurrence of a serious incident or breach of the *Education and Care Services National Law*.

We value input and feedback from our families and carers regarding all aspects of our preschool, including complaints. The dealing with complaints procedure is displayed on the Parent Communication Board and information is provided in the preschool handbook. If a parent/carer wishes to raise a concern about the preschool they are encouraged to speak to their child's teacher or team leader in the first instance. If they feel the issue has not been resolved they can make an appointment to see the principal (nominated supervisor). In the case that the issue is still not resolved parents/carers can contact the Liaison Unit on 6205 5429 or DET.CommunityLiaison@act.gov.au Online at http://www.det.act.gov.au/contact_us; the Director of Early Childhood Policy and Regulation within Children's Education and Care Assurance within the



MILES FRANKLIN PRIMARY SCHOOL

Achieving Educational Excellence in a Caring Environment

Alderman St Evatt, ACT 2617 – Ph: (02) 6142 2770



Education Directorate via complaintsCECA@act.gov.au ;see also the Complaints Policy on the Directorate's website.

Links to other policies: Incident, injury, trauma, and illness • Providing a child safe environment • Interactions with children • Enrolment and orientation • Governance and management

NQS Reference: 1.3.3, 4.2.2, 6.1.1, 6.1.2, 6.2.3, 7.1.3, 7.2.1,

Corresponding Regulation: 168, 173 **National Law:** Section 172 174 260, 263, 264, 282