



ACT
Government

Education

ACT PUBLIC PRESCHOOL – COMPLAINTS PROCEDURE

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1. Overview

- 1.1. This procedure outlines strategies for making and the resolution of complaints made in reference to a Public preschool.

2. Rationale

- 2.1 It is important that this ACT Public Preschool Complaints Procedure be used in conjunction with the ACT Education Directorate Complaints Policy which guides but does not meet the requirements of the *Education and Care Services National Law*.
- 2.2 The following procedures are in place to ensure that complaints made in reference to Public preschools are resolved effectively.

3 Procedures

- 3.1 Children’s Education and Care Assurance (CECA) acts as the ACT Regulatory Authority for education and care services, including Public preschools, in the ACT.
- 3.2 CECA is authorised to receive complaints which allege the health, safety or well-being of a child is at risk, namely that the *Education and Care Services National Law* has been breached.
- 3.3 Public preschools will display the contact details for CECA to inform parents of the option to make a complaint directly to the regulatory authority (A notice is provided to display at each Public preschool).
- 3.4 It is encouraged that the process of discussing the matter is firstly taken up with the nominated supervisor of the Public preschool.
- 3.5 If a complaint is made to the Directorate Liaison Unit, a referral must be made to CECA if it is alleged that there has been a breach of the *Education and Care Services National Law*.
- 3.6 The nominated supervisor must notify CECA, through Schools Operations in the event of a complaint being made which alleges the health, safety or well-being of a child is at risk.
- 3.7 In the event of a complaint being made, either directly or by notification, to CECA an investigation may be undertaken by the Investigations team to establish if an offence under the *Education and Care Services National Law* has been made.
- 3.8 Contact details for CECA are:

Children’s Education and Care Assurance
6207 1114 OR 6207 7581
complaintsCECA@act.gov.au

4 Contact

- 4.1 The Director, School Improvement is responsible **for this procedure**.
- 4.2 For support contact **The School Operations Branch** on 6205 3313 or email SchoolOperations@act.gov.au

5 Monitoring and review

- 5.1 The procedure owner will be responsible for monitoring the procedure through annual scans. A full review will occur as necessary, or within a three-year period.

6 Complaints

6.1 Any concerns about the application of this procedure or the procedure itself, should be raised with:

- the school principal in the first instance;
- the Directorate's Liaison Unit on (02) 6205 5429;
- 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 Education Directorate via complaintsCECA@act.gov.au ;
- see also the *Complaints Policy* on the Directorate's website.

7 Policy and Implementation Documents

7.1. Complaints Policy

7.2. Complaints Procedure

7.3. Guide to handling Complaints about ACT Public Schools and the Education and Training Directorate.

7.4. CECA Role Notice – June 2017

8 References

8.1 *Education and Care Services National Law and Regulations*