

PROCEDURE

ZUCCOLI PRESCHOOL DEALING WITH COMPLAINTS

1. INTRODUCTION

Vision Statement

Zuccoli Preschool aims to provide an environment which supports the health and safety of all children.

Zuccoli Preschool aims to resolve all complaints in a fair and equitable way

2. ROLES AND RESPONSIBILITIES

Principal will be responsible for:

- Overseeing the implementation of the Zuccoli Preschool dealing with complaints procedure

Preschool teacher and educators are responsible for:

- Implementing the following Procedure
- Communicating the policy to all families.
- Working with the correct stakeholders to resolve the complaint

3. PROCEDURES

- Upon receiving the complaint, the teacher will discuss the complaint with the Early Childhood AP and together they will plan a response and ways in which to resolve the problem
- The complaint will be shared with relevant staff members
- The Early Childhood AP will share the complaint with the school principal and report upon the response or further action required
- If appropriate the Teacher or Early Childhood AP will respond to the complaint, the Principal will if more appropriate
- The complaint will be responded to within a timely manner and documentation will be saved in the school filing system in case of further investigation
- Depending upon the complaint and with the principal's discretion it may need to be communicated to the DoE or Quality Education Care Northern Territory via the IT Reporting System

Date of next Review Term 1, 2026

Developed by Preschool Team



4. NATIONAL QUALITY STANDARD FOR EARLY CHILDHOOD EDUCATION AND CARE AND SCHOOL AGED CARE

This procedural document relates to the following:

- QA2 Children's health and safety
- DoE Complaint Management Policy