Florey Preschool Complaints Resolution Procedures

The following procedures align to support the implementation of the ETD Complaints Resolution Policy.

• Access to the ETD Complaints Resolution Policy is displayed in the Parent Information area and on the school website.
• Complaint forms (Attachment B of the ETD Complaints Resolution Policy) are filed in the Preschool filing cabinet for use as required.
• First option is discussion with class teacher and discussion is documented as evidence and to allow follow up as required.
• Classroom teachers, respecting confidentiality, treat all complaints without discrimination and in a non-judgemental and courteous manner.
• Complainants from those families with English as an Additional Language Dialect (EALD), are offered support through appropriate channels, such as an Interpreter Service.
• Complaints are processed through the complaints process as listed in the ETD Complaints Resolution Policy until a resolution can be reached to the satisfaction of all parties.