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## **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.