



Springwood & District Preschool

Complaints Process

Should you wish to contact our Regulatory Authority OR Our Service complaints process please refer to the information below;

Springwood Preschool Kindergarten supports consumer rights to receive a high quality service. Parents have a right to have a say in their child's care and be satisfied with the service received. We also recognise their right to complain about or appeal against any action or decision that has consequences for themselves or their children.

All complaints will be treated as confidential

Springwood Preschools complaints procedure has three levels:

1. **Internal** – simple, straightforward complaints should be referred to and resolved wherever possible by the staff concerned. Staff should record and refer records of all complaints to the Director (Nominated Supervisor).
2. **Formal** – more complex or serious matters should be made in writing and referred to the Director (Nominated Supervisor) or most senior staff member available. All such complaints will be passed on to the *Management Committee*.
3. **External** – if complaints cannot be resolved internally, the complainant should be notified to the regulatory authority through the [National Quality Agenda IT System \(NQA IT System\)](#).

Contact Details Below

NSW Ombudsman 1800 451 524
Community Services Commission
NSW Ombudsman, Complaints
[handling policy template](#)
at www.ombo.nsw.gov.au
Level 3, 128 Chalmers St Surry Hills
NSW

NSW Early Childhood & Care
Directorate
Department of Education &
Communities
Locked Bag 5107
Parramatta NSW, 2124

Phone - (02) 9384 4999 (Sydney
metro)
Toll free 1800 060 409 (NSW country)
Fax - (02) 9384 4948
TTY - (02) 9384 4984
Email: mail@csc.nsw.gov.au

Website: www.det.nsw.edu.au
Email ececd@det.nsw.edu.au
Phone: 1800619113
Fax 86331810

*There is a summary of all notifications and timeframes
on the ACECQA website:
acecqa.gov.au/nqf-changes/information-sheets-and-resources*