



## 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 Jessica Jefferies** (Nominated Supervisor).  
[director@springwoodpreschool.org.au](mailto:director@springwoodpreschool.org.au)
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, Pat Wilby** (**President of Management Committee**) C/O [admin@springwoodpreschool.org.au](mailto:admin@springwoodpreschool.org.au)
3. **External** – if complaints cannot be resolved internally, the complainant should be Complaints, incidents and serious incidents must 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](http://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](mailto:mail@csc.nsw.gov.au)

Website: [www.det.nsw.edu.au](http://www.det.nsw.edu.au)  
Email [ececd@det.nsw.edu.au](mailto: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](http://acecqa.gov.au/nqf-changes/information-sheets-and-resources)***