**Granville Public School Preschool**

**Procedure for Dealing with Complaints**

The Dealing with Complaints policy provides guidelines for handling complaints. While most complaints should be resolved informally with the relevant employee, there are provisions for the use of formal procedures depending on the nature and seriousness of the complaint.

The NSW Department of Education and Training (DET) seeks to resolve difficulties, grievances and complaints in a prompt, impartial and just manner.

*At Granville Public School Preschool we:*

* direct all complaints to the Nominated Supervisor, Education Leader and responsible person in charge, the School Principal.