

Dealing with Complaints Procedures Policy

Policy Statement

We believe that parents have an important role in the service and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

It is inevitable that feedback will include differing opinions, occasionally resulting in complaints. This Policy details the service's procedures for receiving and managing informal and formal complaints. Parents therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

Links to the Education and Care Centres National Regulations 2018, National Quality Standards 2018

Regs	168	Education and care service must have policies and procedures
	170	Policies and procedures to be followed
	171	Policies and procedures to be kept available
	172	Notification of change to policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority
NQS	6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
	6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
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	7.1.2	Management systems- complaints management
	7.1.2	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
	7.1.3	The induction of educators is, co-ordinators and staff members is comprehensive
	7.2.1	An effective self-assessment and quality improvement process is in place

Procedure

- The service's processes for airing concerns/complaints are communicated to families at enrolment.
- Details of the service's email address and telephone, the email address of the Approved Provider, and the full contact details of the Regulatory Authority are in the Parent Handbook and also displayed in the entrance of the service.
- We will support parents right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
- The complaint will be dealt with in the strictest confidence. The Nominated Supervisor/Approved Provider or delegated staff member involved in investigating the complaint will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed prior to this occurring.



- The complaint will be entered into the service's [Grievance and Complaint Register](#), and written acknowledgment that the complaint has been received sent to the complainant.
- The Nominated Supervisor/Approved Provider will investigate the complaint in an equitable, transparent and fair manner, and document the findings. Investigations involve consulting with the relevant stakeholders (including any person who may be the subject of the complaint) and reviewing documentation such as attendance records, accident reports and the service's Policies.
- If a parent has a complaint or comment about the service, they will be encouraged to talk to the Staff who will arrange a time to discuss their concern and come to a resolution to address the issue.
- The parents complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- The Staff will inform management & parents of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis the directors will write personally to the parent.
- If changes of policies and procedures are required to assist in the resolving of the complaint or in order to prevent future complaints then this is to be documented in the modifications or in a critical reflection. Any changes are to be provided to families giving 14 days notice.
- The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints, and engenders this across the service.
- Staff/educators, students and volunteers are informed of the Centre's *Privacy and Confidentiality Policy* before commencing at the service and are required to sign a Confidentiality Agreement to strictly adhere to that Policy.
- When an issue cannot be resolved at the service, the complainant can contact the Office of Early Childhood Education and Care.

The same processes as those set out above apply to educators and staff in submitting formal complaints. Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au and logged using NQA ITS (National Quality Agenda IT System).

Comments:

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