

Complaints Policy

Evidence of link to Regulations (ECSNR):
Regulation 168(2)(o)

Education and Care Services National
Law Act 2010 , 174

Evidence of link to NQS::
NQS 7.3.4

Policy Objective

Version	Date	Author	Change Description

To ensure prompt, fair, objective investigation and resolution complaints and grievances form service users.

Rationale

Complaints and grievances must be managed in a professional manner to ensure proper investigation and a timely resolution for all parties. Resolution of a grievance or complaint occurs through a process of negotiation and a willingness to compromise.

Relevant Legislation

Education and Care Services National Regulation, 2012 Regulation 168(2)(o) and NQS 7.3.4
Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.

Education and Care Services National Law Act 2010

National Quality Standard: 7.3.4

Strategies and practices

a. Where a parent has a complaint or grievance

In the first instance a parent may approach the Director to verbally report a grievance or complaint. If the grievance or complaint is considered by the parent to be serious it must be put in writing and given to the Director.

Where a parent makes a verbal complaint to an educator the educator should in the first instance attempt to resolve the complaint by asking the parent what solution she/he is seeking.

Verbal complaints, if resolved should be documented by the educator and this documentation given to the Director.

If the complaint cannot be resolved the educator must refer the complaint and the parent to the Director.

- The Director will ask the parent what solution they are looking for.
- The Director will investigate and if required speak to relevant staff and ask them to:
 - Advise if they were aware of any grievances, if so
 - State the nature of the problem
 - Advise of the possible causes
 - What they believe should be done to rectify the grievance
- The Director and staff member will try to come up with a solution to the grievance.
- The Director will report back to the parent with this solution. The Director is to receive feedback from the parent and if they are happy with the suggested outcome the grievance will be resolved.
- If the parent is not happy with the suggested solution then a meeting will be organised with the relevant staff member, parent, Director and an executive committee member attending.
- Each person will have the opportunity to speak without interruption. This meeting will be held with fairness, consistency, objectivity, confidentiality and patience.
- The Director will seek clarification of each person's ultimate goal regarding the conflict, which in turn will generate alternative solutions and formulate actions to solve the grievances.

- A solution will be agreed by all parties, after weighing up the advantages and disadvantages of the solution.
- The solution will be documented and signed by all parties.
- If no agreement can be reached, the matter will be handed over to the Executive Management Committee for further investigation.
- The committee must give written notice of any action taken in response to the complaint as soon as reasonably practical after the action is taken.

Information for Parent/s

- All parents must be provided a copy of this policy.
- All parents must be made aware of the requirements of National Quality Standard: 7.3.4.
- All parents must be made aware of the details of the licensing authority to whom a complaint can also be made.

Documentation

All complaints and grievances must be documented and, where appropriate, addressed as part of the organisations Quality Improvement Plan.

Notification

Education and Care Services National Law Act 2010, 174 Offence to fail to notify certain information to Regulatory Authority

(2) An approved provider must notify the Regulatory Authority of the following information in relation to an approved education and care service operated by the approved provider—

(b) complaints alleging—

(i) that the safety, health or well-being of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service;

Notification must be in writing and take place within 24 hours of receipt of the complaint.

Resources

NQS PLP New letter No. 35 2012 <http://www.earlychildhoodaustralia.org.au/nqsplp/e-newsletters/newsletters-31-35/newsletter-35/>

Policy Written by:	Position:	Date:
Approved by:	Approved Date:	Next review date:



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Staff Sign:

Parent Complaint or Grievance	
Name:	Date:
Please outline the nature of the complaint:	
Please indicate the outcome you are seeking:	
Please indicate when you would be available to discuss your complaint	
Contact Details:	