



Management of Complaints Policy

POLICY STATEMENT

Our Service will maintain a complaints and grievance management process to ensure that all educators, families and community members know that grievances and complaints will be taken seriously and investigated fairly and promptly. All complaints and grievances will be documented and investigated in a timely manner. The complaints and grievance management process is defined in the Staff Handbook (HNCCA 202) and Parent Handbook (HNCCA 203). The service will look at grievances and complaints as opportunities to improve the quality of our practices.

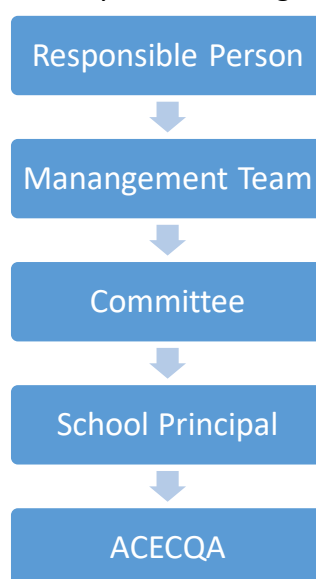
CONSIDERATIONS

Education & Care Services National Regulations	National Quality Standard	Related Service Policies / Documentation	Other
R168	Standards 7.3	1. Employee Handbook (202) 2. Parent handbook (203) 3. Excursion Policy (105) 4. Providing a Child Safe Environment Policy (116) 5. Acceptance and Refusal of Authorisation (108)	1. Community Services Complaints, Appeals and Monitoring Act 1994

PROCEDURE

1. The service will support any individual's right to make a complaint and will assist them to make their complaints clear and try to resolve them.
2. Families will be provided with the grievance and complaint procedure, in the parent handbook.

3. A complaint can be formal or informal. It can be anything that makes an individual unhappy with the service or which they think is unfair.
4. If an individual has a comment or complaint about the service, they will be encouraged to talk to the Responsible Person who will organise a time to discuss their concerns and address the issue and come to a resolution.
5. All complaints will be recorded and dated, highlighting the issue of concern and how it was resolved. All information on grievances and complaints will include evidence that the complaints have been investigated in a timely manner and have led to amendments to policies and procedures where required.
6. Management will inform the person making the complaint of the decision regarding the issue. Educators will also be made aware of any issues that may concern them. This could be done verbally, or if the issue was dealt with more formally, the Responsible Person or Management Committee will personally write to the individual who made the complaint.
7. All confidential conversations with individuals who have made a grievance or complaint will take place away from all children, other families and staff which are not involved.
8. Management Committee will discuss issues with the Director and develop strategies for resolving any problems, this would be discussed further with the individual who made the complaint. If necessary, a meeting with the Director will be organised to resolve any problems.
9. If a complaint cannot be resolved internally with either the Director or Committee to the person's satisfaction then external options will be offered such as an unbiased third party.
10. Serious complaints will be guided by the following flowchart.



11. A complaint that alleges a breach of the National Regulations and Law or National Quality Standards, must be reported to The Department of Early Childhood Education and Care within 24 hours of the complaint being made. The Nominated Supervisor will lodge the notification of the complaint using the NQA ITS (National Quality Agenda IT System), through the ACECQA. If the Nominated supervisor is unsure whether the complaint is notifiable, The Department of Early Childhood Education and Care will be contacted for confirmation.

ENDORSEMENT BY THE SERVICE

Date Approved by Director: ____ / ____ / ____

Signature of Approval by Director: _____

Date Approved by Management Committee: ____ / ____ / ____

Signature of Committee Representative: _____

Role of Committee Representative: _____

Date for Review: ____ / ____ / ____