

A-14 Complaints

NQS

QA. 5.2.2	Self regulation.
QA. 6.1	Supportive relationships with families.
QA. 6.1.1	Engagement with the service.
QA. 6.1.2	Parent views are respected.
QA. 6.1.3	Families are supported.
QA. 7.1.2	Management systems.
QA. 7.1.3	Roles and responsibilities.

National Regulations

Reg. 168	Education and care service must have policies and procedures
Reg. 170	Policies and procedures to be followed
Reg. 171	Policies and procedures to be kept available
Reg. 172	Notification of change to policies or procedures
Reg. 173	Prescribed information to be displayed
Reg. 176	Time to notify certain information to Regulatory Authority

My Time, Our Place

LO. 1	Children feel safe, secure, and supported
LO. 5	Children are effective communicators
	Children interact verbally and non-verbally with others for a range of purposes

Policy Statement

We believe that families play an important role in the Centre and we value their comments. We aim to ensure that families feel free to communicate any concerns they have in relation to the Centre, educators, Management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. The Centre will provide any assistance or information necessary to a family who wishes to air a grievance or make a complaint. All complaints and grievances will be treated with discretion and confidentiality with a view to resolving any concerns and improving the quality of the service.

Related Policies

- Normanhurst West OSHC Policy A-4: Enrolment
- Normanhurst West OSHC Policy A-11: Maintenance of Records of Policy

- Normanhurst West OSHC Policy A-12: Policy Development and Review
- Normanhurst West OSHC Policy A-15: Role of Management Committee Policy
- Normanhurst West OSHC Policy A-17: Privacy and Confidentiality
- Normanhurst West OSHC Policy C-12: Communication Policy
- Normanhurst West OSHC Policy D-22: Child Protection Policy

Procedure

We understand a family's right to share any concerns they may have. We will work with a family to understand their complaint through effective communication and then resolve the complaint efficiently.

A complaint can be raised informally or formally. It can consist of anything which makes them unhappy with the service provided by the centre.

All complaints and grievances are taken seriously and investigated thoroughly. The Centre ensures all complaints and grievances in regard to the nature of the service are taken into account in relation to policy development and review (see A-12 Policy Development and Review Policy).

Information about complaints handling procedures will be provided to families on enrolment as part of the Family Handbook and will be made available upon request. The name and telephone number of the person at the Centre, to whom complaints may be addressed (i.e. Nominated Supervisor for minor concerns, or Honorary Secretary for complaints of a more serious nature), will be on display as required under Regulation 173.

If a family has a minor complaint or comment about the service, they will discuss this with the Responsible Person on Duty in charge who will arrange a time to discuss their concern with the parent aiming to resolve the issue at the time of discussion. Where a resolution is found, the complaint and resolution will be presented to the Management Committee at the next Committee Meeting. Where the complaint is of a more serious matter, or involves the Nominated Supervisor, the complaint should be directed in writing to the Honorary Secretary. Educators will ensure that all confidential conversations with families will take place in a quiet area away from other children, other parents, or educators not involved (see A-17: Privacy and Confidentiality Policy). The outdoor area may be used for these discussions.

All received complaints will be recorded in writing. Parents will be encouraged to make suggestions about strategies or solutions they feel would help to resolve their issue. The written record will indicate resolutions in addition to the complaint, and a written response will be provided to the parent as a record of the discussion. If the complaint is not handled to the family's satisfaction at this level, then the matter should be put to the Management Committee in writing, addressed to the Honorary Secretary.

The Management Committee will discuss the issue with the Nominated Supervisor and develop a strategy for resolving the problem. The family will receive a written response from the Nominated Supervisor of Normanhurst West OSHC. If the family is not satisfied with the outcome, a meeting organised with delegated Committee Members, the Nominated Supervisor and parent will be organised to resolve the problem. Educators will be informed of any relevant issues they need to address or be aware of.

If any complaint cannot be resolved internally, external options will be offered such as resolution or mediation by an unbiased third party.

Complaints alleging that the safety, health or well-being of a child was, or is, being compromised, or that the law has been breached, must be notified to the Regulatory Authority within 24hrs of receipt. This notification must be made by the Approved Provider, using the NQAITs.

Complaints Handling Procedures for Children

It is important that children have the opportunity to voice their concerns and that these are acknowledged, respected, and considered.

Children will be provided with clear information as to whom they can raise concerns with, and what will happen when they do this. Children will be encouraged to make suggestions and will be provided with opportunities to do so, through both written and verbal avenues to allow for their developmental abilities and skills.

Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Community Services (Complaints, Reviews and Monitoring) Act (1993) No.2
- Australian Children's Education and Care Quality Authority (ACECQA)
- Putting Children First (NCAC) – 'Managing Complaints'
- Network of Community Activities Factsheet – 'Complaints/Grievance Procedures'
- Network of Community Activities Factsheet – 'Staying Calm'

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