

Management of Complaints

POLICY STATEMENT:

SHARE will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook, staff handbook. We will identify complaints and grievances as opportunities to improve the quality of our service.

PROCEDURE:

- **SHARE** will support an individual's 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 an individual thinks is unfair or which makes them unhappy with the service.
- Families will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- The name and telephone number of the person to whom complaints are directed to is displayed visibly when entering the service (r173) above the kiosk in the main room.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved. (r111)
- If an individual has a complaint or comment about **SHARE**, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue
- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Nominated Supervisor (if different from the Coordinator) or management liaison person, either in writing or verbally.
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Coordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Coordinator or management will inform the person making the complaint 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, then the committee or Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.
- Families will also be informed through the Parent Information Book and displayed on notice board above the sign in and sign out table that Complaints about the service can be addressed to

NSW Department of Education & Communities, Early Childhood Education & Care Directorate. Level8, 2-10 Wentworth Street Parramatta NSW@ 2150.

Locked Bag 5107 Parramatta NSW 2124.

T 1800 619 113 F 02 8633 1810

www.dec.nsw.gov.au

- All complaints that come about as a result of a serious incident or alleged serious incident occurring, will be notified to the Regulatory Authority within 24 hours as per regulations.

CONSIDERATIONS

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/ Evidence
S174 r168,173, 175, 176	Standards 2.1, 2.2, 6.1, 6.2, 7.1, 7.2 Elements, 6.1.1, 6.1.2, 6.1.3, 6.2.2, 6.2.3, 7.1.2, 7.2.1	<ul style="list-style-type: none"> - Providing a Child Safe Environment Policy - Confidentiality Policy - Governance and Management Policy - 	<ul style="list-style-type: none"> - Community Services Complaints, Appeals and Monitoring Act, 1994. - Parent Handbook - Staff Handbook - Enrolment Form - Complaints records and notifications

Approval date: August 2020. Date for Review: August 2021

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CONSIDERATIONS:

Education and Care Services National Regulations	National Quality Standard	Other Service policies/ documentation	Other
r168	7.3	<ul style="list-style-type: none"> - Parent Handbook - Staff Handbook - Providing a Child Safe Environment Policy - Excursion Policy - Authorisations and Refusals Policy 	<ul style="list-style-type: none"> - Community Services Complaints, Appeals and Monitoring Act, 1994.

ENDORSEMENT BY THE SERVICE:

Approval date: Date for Review: