

Parent/Guardian Complaint or Grievance Policy

Aim

The Centre's aim is to welcome parent's comments and concerns in any area of our work and encourage parents to speak with us if you have any concerns or comments that may help us improve our Centre or our performance. Our Centre aims to welcome any comments of concerns from parents or guardians in any area of our work. If you have any comments or concerns that may help our Centre's performance let us know.

Definitions

- **Complaint:** (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly, and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints).
- **General complaint:** A general complaint may address any aspect of the service e.g. a lost clothing item or the service's fees. Services do not have to inform CECA, but the complaint must be dealt with as soon as is practicable to avoid escalation of the issue.
- **Grievance:** A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature e.g. the service is in breach of a policy or the service did not meet the care expectations of a family.
- **Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to CECA within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact CECA for confirmation. Written reports to CECA must include:
 - details of the event or incident
 - the name of the person who initially made the complaint
 - if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
 - contact details of a nominated member reporting the notifiable complaint
 - any other relevant information.
 - Written notification of complaints must be submitted using the NQA ITS, or the hard-copy ACECQA forms

Implementation

Any parent/caregiver with a concern or complain in relation to the running of our Centre either in administration or child interaction should do the following:

- **Speak** to any member of staff about a specific complaint or concern, but parents should be careful to raise the complaint appropriately and at the correct level, verbally addressing a complaint a new or young trainee in an aggressive manner will not resolve the complaint, asking to speak with the Room Leader, or requesting time to speak with the Room Leader will address the complaint quickly and easily. Staff will put in steps to address your concern or complaint as quickly as possible. However, all staff have the right to ask the parent to speak to the Director, or to have the complaint put in writing.
- **Verbally detail** the complaint or concern with the Director. If a parent/guardian feels the complaint has not been actioned, then:
- **Write** their complaint or concern addressing it to the Director via Director@majuraparkchildcare.com.au or a standard letter. The Parent/Guardian will receive a personal response unless they have chosen to be anonymous.
- If a Parent/Guardian feels they cannot raise the complaint to the Director – they should please raise the issue with the Administration Manager admin@majuraparkchildcare.com.au
- If the Parent/Guardian feels that the complaint has not been adequately or appropriately addressed from either the Director or the Administration Manager, the Parent/Guardian should contact the Centre's management via Natalie@majuraparkchildcare.com.au

Complaint Format

The best format to raise a complaint is the attached form. If a Parent raises a complaint, then assessment of a complaint is essential. The assessment should include:

- clarifying the concerns and issues raised by the complainant
- determining the level of risk to the wellbeing, safety and education of the children and or health and safety issues relating to any staff involved in the complaint
- deciding whether priority should be given to dealing with one or more aspects of a complaint



- asking the complainant how they would like to see their complaint resolved.

If a centre-wide problem has been brought to staff's attention – then all families and staff will be informed of the contents of the complaint anonymously and the resolutions taken to address the complaint.

Raising a Complaint Externally

If a parent/guardian is dissatisfied with the response to the raised complaint or grievance, and have exhausted all internal processes for review, they may refer the issue to the appropriate external authority: The Children's Education & Care Assurance (CECA) (Within the ACT Education Directorate). CECA will receive complaints from any person with a concern that relate to:

- Non-compliance with the education and care legislation; or
- Health, safety or wellbeing of children or a child attending a service

CECA may be contacted on [\(02\) 6207 1114](tel:0262071114).

Management Note:

The complaint is to then be investigated fairly and confidentially IAW with the Management Policy-Dealing with Complaints, to manage how it will be resolved.

Legislative Requirements

- Education and Care Services National Law and Regulations (ACT) 2011
- National Quality Framework

Who is affected by this policy?

- Children and Families
- Staff and Management

Sources and further reading:

- National Quality Standard www.acecqa.gov.au

Review: This policy will be reviewed annually. The review will be conducted by:

- Management and Employees
- Interested Parties (including Families, ACT Children's Education and Care Assurance, NQF etc)

Reviewed: 20 January 2016
January 2017

Date for next review: 01



Problems/Complaints/Grievances - Form

This is the way we can all raise concerns which need to be addressed or improved

Who are you?: _____

(Anonymous complaints cannot be addressed effectively or responded to confidentially)

What is the problem: Outline the actual problem:

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Why is it a problem: State why this is a problem:

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How many times does this problem occur?

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So What? What will happen if the problem isn't rectified:

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Staff Issue WHS issue for Children WHS issue for Staff Customer Service issue

What is your solution: What do you think should be done?

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What next: Determine how the problem will be addressed.

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WHO: Who is tasked to rectify:.....By Date:.....