



Parent Grievance and Complaint Policy

Regs	168	Education and care service must have policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority

QA	7.1.1	Appropriate governance is in place to manage the service
	7.1.2	The induction of educators is, co-ordinators and staff members is comprehensive
	7.2.3	An effective self-assessment and quality improvement process is in place
	7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements
	7.3.3	The Regulatory Authority is notified of any relevant changes to the operation of the service, of any serious incidents and of any complaints which allege a breach of legislation
	7.3.4	Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner

Policy statement

Feedback from families, educators, staff and the wider community is fundamental in creating a Centre that meets regulations, meets the needs of enrolled children and their families, and continues to evolve towards the highest standard of care.

It is inevitable that feedback will include differing opinions, occasionally resulting in complaints. This Policy details the Centre's procedures for receiving and managing informal and formal complaints. Parents therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

Strategies and practices

- The Centre's processes for airing concerns/complaints are communicated to families on enrolment and during the 'Meet and Greet' with the Director.
- Contact details of the Centre and the Approved Provider are displayed in the entrance of the Centre.
- The Centre supports open, respectful and confidential exchange of information between the Centre and its families. Parents are provided with many avenues for verbal and written communication about the Centre's operations.
- Families are welcome to provide ideas and suggestions that may enhance the way the Centre operates. These will be actioned in the Centre's Quality Improvement Plan and appropriate changes to the Centre's Policies or Procedures if required.
- The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints, and promotes this across the Centre.

- Educators and staff receive professional development on ways to receive parents' concerns or complaints and to value the opportunity this feedback affords the Centre for quality improvement.
- Staff/educators, students and volunteers are informed of the Centre's Privacy and Confidentiality Policy before commencing at the Centre and are required to strictly adhere to that Policy.
- At all times the parents' right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.
- Parents are encouraged to raise informally with the child's primary educators any concerns or issues they have about the daily care or education of their child.
- Formal complaints can be raised verbally or in writing with the Nominated Supervisor if the complainant feels these concerns or issues are not being addressed in a satisfactory manner.
- If the grievance is about the Nominated Supervisor, the matter can be directed to the Approved Provider.

Procedure for formal written complaint

- Any complaints can be submitted through an email or grievance form, available in the reception area.
- The complaint will be dealt with in the strictest confidence. The Nominated Supervisor/Approved Provider or delegated staff member involved in investigating the complaint will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint.
- The Nominated Supervisor/Approved Provider will investigate the complaint in an equitable, transparent and fair manner, and document any relevant information.
- Actions to address the complaint will be determined, documented and shared with the complainant if required.
- Should the complaint made to the Centre concern a breach of regulations, the Regulatory Authority will be notified if required within 24 hours of the complaint being lodged.
- When an issue cannot be resolved at the Centre, the complainant can contact the Office of Early Childhood Education and Care.
- The same processes as those set out above apply to educators and staff in submitting formal complaints about any aspect of the Centre's operations. However, staff grievances are dealt with under its Staff Grievance and Complaint processes.

Responsibilities of parents

- To raise issues and concerns in a timely and respectful manner using the processes outlined in this Policy.

Links to other policies

- Educators Professional and Ethics Policy
- Enrolment and Orientation Policy
- Interactions with Families Policy
- Policy and Procedures Review Policy

Sources, further reading and useful websites

Sources

Further reading

- Bhathela, M., Dunn, L., Tregillgas, T. (2008) *Ask a child care adviser (sic): Managing challenging issues with families.*
http://ncac.acecqa.gov.au/educator-resources/pcf-articles/ACCA_Managing_Challenging_Issues_Sep08.pdf accessed 2 April 2012
- Owens, A. (n.d.). *Managing complaints.*
http://ncac.acecqa.gov.au/educator-resources/factsheets/qias_factsheet_5.pdf accessed 2 April 2012
- Brenda Abbey Childcare by Design

Useful websites

- Australian Children's Education and Care Quality Authority –
www.acecqa.gov.au

Policy review

The Centre encourages staff and parents to be actively involved in the annual review of policies and procedures. Any new legislative changes or improved teaching practices will be identified as part the Centre's commitment to further quality improvement.

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Approval Name: Karen Petrie