



Complaints Policy

Date adopted:

Date last reviewed:
May 2023

Reviewed by:
Board of Management.

Date of next review:
May 2025

Policy context:

This policy relates to:

National Quality Standards.	QA7 Governance and leadership Element 7.1.2 <i>Management Systems</i> Systems are in place to manage risk and enable the effective management and operation of a quality service.
Legislation/Act.	168 Education and care service must have policies and procedures Section 174(2)(b)

Documents related to this policy

Related policies	
Forms or other organisational documents	Form for Complaints/Concerns from Families
References	

Policy Review:

Policy review frequency: This policy will be reviewed in accordance with the Organisations Review Policy.

Responsibility for review: The Board of Management.

Where appropriate staff will be part of the review process.

Documentation and communication: Policy documentation to be held in Policy and Procedure manuals. Where appropriate copies of new or reviewed policies will be given to staff, volunteers and families.

Purpose

To provide a mechanism for dealing with complaints and concerns in regard to the Centre and service providers.

Rationale

- To ensure formal complaints/comments are documented.
- To allow families using the service to offer feedback in regard to concerns or complaints at a formal level.
- To open the Centre to constructive feedback so that issues may be resolved and/or addressed
- To ultimately offer a higher quality of service.

Policy

Procedure - Families against centre/manager other issues:

1. Approach staff member concerned.
2. Approach Nominated Supervisor.
3. If you do not wish to deal with the issue verbally:

- Document on form supplied (see over) **OR** Direct letter to:

Nominated Supervisor / Management Committee
Woy Woy Peninsula Childcare Centre
John Hoare Close
WOY WOY NSW 2256

If you are not satisfied with the response / explanation etc. please contact:-

Early Childhood Education Directorate, NSW Department of Education Address: Locked Bag 5107, PARRAMATTA NSW 2124 Website: education.nsw.gov.au Email: ececd@det.nsw.edu.au Phone: 1800 619 113 (toll free) Fax: (02) 8633 1810	or NSW Ombudsman Level 24, 580 George Street Sydney NSW 2000 www.ombo.nsw.gov.au/complaints Phone: 1800 640 695
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as they will be able to advise and support all parties

Procedure - Visitors against educator / centre:

1. Approach Nominated Supervisor.
2. Nominated Supervisor approaches educator and reports back to visitor.
3. Nominated Supervisor may need to mediate between visitor and staff if issue is unresolved.
4. If visitor is dissatisfied approach Board **OR** CAMA legislator. (Complaints, Appeals & Monitoring Act.1993 (NSW))
5. Complaint to be documented in Board report by Nominated Supervisor.

Procedure - Between educator and Nominated Supervisor

1. Educator address issue at Staff Meeting so that it is documented in minutes of meeting.
2. If not resolved satisfactorily, educator to bring issue to the Board's attention through:
Nominated Supervisor's report
With second in charge (teacher) as spokesperson
Via letter to the Management Committee

Procedure - Nominated Supervisor against staff

1. Nominated Supervisor addresses educator verbally.
2. If not resolved - other action as required e.g. meeting with other educators.
3. If not resolved - written documentation of issue (See also Termination).
4. Nominated Supervisor to bring issue to Board's attention.

If a parent of the service makes a complaint to the licensee about the conduct of the service, the licensee must, unless the complaint is of an obviously trivial nature:

- a) Give written notice of the complaint to the Director- General within one week after the complaint is made, and
- b) Give written notice to the Director-General of any action taken in response to the complaint as soon as reasonably practicable after the action is taken.

as per Education and Care services National Regulations 2011



Form for Complaints/Concerns from Families

Name:

Address:

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Contact No: Email address:

The issue:

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Action/s taken and date/s:

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Resolution achieved:

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If not, would you like this issue to be documented in Manager's report to the Management Committee?

YES

NO

Please note that you could mark a letter to the management committee's attention and send it in for consideration at the next management committee meeting.

Name: Signature:

Dated this day the of 20.....