



Dealing with Complaints

Rationale

Fleurieu Occasional Community Children's Centre is required to have a documented procedure for dealing with grievances and complaints that is available to families, and has an obligation to inform the regulatory authority of complaints.

Our service also understands that negative feedback or issues may threaten the communication between families and the service and how these issues are responded to will determine the services ongoing relationship with families.

The services approach to handling complaints in a way that upholds the rights of natural justice and supports partnerships with families. Every family is provided with clear written guidelines detailing our centre's grievance procedure in the Parent Information Handbook and a copy is available for reference in the centre's foyer.

Government Requirements and Legislation

Privacy Act 1988

Education and Care Services National Law Act 2010

Education and Care Service Regulations

Grievances and complaints management procedure

Notification

- Document the grievance or complaint.
Develop a set of guidelines that outline how documents are written.
- Consider any legal requirements in relation to the complaint.
- Notify regulatory or licensing bodies if required.
- Lines of communication.
- Timeframes - Identify the proposed timeframe from notification to resolution.

Procedure

1. Families may make a complaint directly to their child's educator, the nominated supervisor or co-ordinator or Management Committee Member..
2. Our service will also provide other means of input such as a suggestion box, survey, social and information events.
3. In order to assist families that wish to contact the regulatory authority the name address and phone number will be included in the policy and displayed in the centre's foyer.
4. All complaints will be dealt with promptly and confidentiality in a manner that promotes conflict resolution, partnerships and are transparent and equitable.
5. The complaint will be documented and any legal requirements in relation to the complaint considered, such as the need to contact the regulatory authority.
6. The complainant will be asked to provide information regarding how they would like the situation to be rectified to their satisfaction.
7. If the problem cannot be solved immediately, the issue will be given high priority and dealt with as soon as possible.
8. If the issue is complex the complainant will be asked to put their concerns in writing and mediation may be required.
9. Parents/families/caregivers are to be advised of the necessary steps to be taken if the grievance is not solved or attended to appropriately.
10. Debriefing of the grievance procedure at each point of contact and process is to be documented.
11. The Director and Management Committee encouraged to seek support and any legal advice where necessary.

Staff Grievances procedure

Our Centre aims for staff to enjoy their work. There will be times when staff members are unhappy with their role or have been upset by another member of staff. When such a situation occurs it should be resolved as quickly as possible using the following guidelines:

- See the person concerned and discuss the issue. This will often resolve the problem.
- Where the problem cannot be solved it is recommended that another staff member or the director be invited to mediate.
- Ongoing disputes between staff members will not be tolerated as they will have an impact on the standard of child care.
- At all times staff are encouraged to offer suggestions concerning the Centre's program, either in writing or personally to the co-ordinator or Management Committee.

Links to other policies

Confidentiality policy
Guiding children's behaviour

Details of Regulatory Authority

Education and Early Childhood Services Registration and Standards Board of South
Australia

Address:

GPO Box 1811
ADELAIDE, SA
5001

Website:

www.eecrsb.sa.gov.au

Email:

EECSB.NationalQualityFramework@sa.gov.au

Phone:

1800 882 413 (toll free)

Policy review date:

20.3.2007 - RB

30.1.2015 – KH

07/3/16