



Management of Complaints

POLICY STATEMENT

Families play an important role at Abbotsford Community Centre and we value their input and feedback. We aim to ensure that families feel free to communicate any concerns they have in relation to the service, educators, management, programs or policies. The Centre will provide any assistance or information necessary to a family who wishes to air a grievance or make a complaint. All complaints and grievances will be treated with discretion and confidentiality with a view to resolving any concerns and improving the quality of our service.

PROCEDURE

- We understand a family's right to share any concerns they may have. We aim to work with families to understand their complaint through effective communication and to resolve the complaint efficiently.
- All complaints and grievances whether formal or informal are taken seriously and investigated thoroughly. The Centre ensures all complaints and grievances are taken into account with consultation to policy development and review.
- Information about complaints handling procedures is available in the Parent Handbook via the ACC website and can be provided upon request. The name and telephone number of the person at the Centre, to whom complaints may be addressed (i.e. the Director for minor concerns, or President of the Management Committee for complaints of a more serious nature), will be on display as required under Regulation 173.
- If a family has a complaint, they are encouraged to approach this with the Director who will arrange a time to discuss their concern. All confidential conversations with families will take place in a quiet area away from other children, other parents, or educators not involved.
- If the issue is not resolved to the family's satisfaction at this level or involves the Director it is recommended that the complaint be made in writing via email to the Management Committee. All complaints and resolutions will be presented to the Management Committee at the next Committee Meeting.
- The Management Committee will discuss the issue with the Director and develop a strategy for resolving the problem. The family will receive a written response from the Director of the Centre. If the family is not satisfied with the outcome, a meeting will be organised with delegated Committee Members, the Director and the parent/family to resolve the problem. Educators will be informed of any relevant issues they need to address or be aware of.



- Details of the complaint are to be recorded and dated indicating the issue of concern and how it was resolved.
- If any complaint cannot be resolved internally, external options will be offered such as resolution or mediation by an unbiased third party.
- If all avenues are exhausted and the family is unsatisfied with the response, or they believe the centre to not be compliant, a written complaint can be sent to the NSW Department of Education, Early Childhood Education Division. For their contact details, see the *Parent Handbook*.
 - These details will also be on display at the Centre on our display board and on the website
- Complaints regarding the health and safety of a child, or that the law has been breached, must be notified to the Regulatory Authority within 24hrs of receipt. This notification must be made by the Approved Provider, using the NQAITS.
- All complaints and resolutions will be documented.

COMPLAINTS HANDLING PROCEDURES FOR CHILDREN

- It is important that children have the opportunity to voice their concerns and that these are acknowledged, respected, and considered.
- Children will be provided with clear information as to whom they can raise concerns with, and what will happen when they do this.
- Children will be encouraged to make suggestions and will be provided with opportunities to do so, through both written and verbal avenues to allow for their developmental abilities and skills.
- To see how behaviour complaints against another child will be handled, see the *Child Wellbeing and Behaviour Management Policy*.



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 - Child wellbeing and Behaviour 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

ENDORSEMENT BY THE SERVICE

Approval date: Feb 2022 _____

Date for Review: Feb 2023 _____