

## A-9 MANAGEMENT OF COMPLAINTS

### POLICY STATEMENT

Our service will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the family information booklet and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

A complaint can be informal or formal. It can be written or verbal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

### PROCEDURE

#### a) Receiving a complaint

- The service will support an individual's right to complain.
- The staff member receiving the complaint will assist the individual by helping them to make their complaint clear and will forward the complaint to the Co-ordinator/Nominated Supervisor in a timely manner.
- Every parent/guardian will have access to clear written guidelines detailing the grievance procedure. This will include via the family information booklet, published on the service website.
- The Co-ordinator/Nominated Supervisor will ensure families receive regular reminders via newsletters and signage, of the opportunities to make a complaint and of the process thereof.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator/Nominated Supervisor, who will arrange a time to discuss their concern.
- The Co-ordinator/Nominated Supervisor will endeavour to resolve the issue raised to the mutual satisfaction of the complainant and the service, and in accordance with the policies, aims and philosophy of the service and organisation.
- All complaints will be recorded and dated indicating the issue of concern, action taken (how it was resolved) and whether or not feedback was requested and/or provided to the complainant. Evidence will be included showing where complaints led to changes in policies and procedures.

## b) Furthering a complaint to Approved Provider

- If the complaint is not handled at the service level to the satisfaction of the complainant, the matter will be forwarded by the Co-ordinator/Nominated Supervisor to the CEO of the Springwood Neighbourhood Centre Co-op or liaison person of the SNCC Board.
- The complainant will be offered the opportunity to discuss the matter directly with the CEO of the Springwood Neighbourhood Centre Co-op, whether in person, email or phone call.
- The Management will discuss the issue with the Nominated Supervisor/Co-ordinator and develop a strategy for resolving the problem. This could be discussed further with the complainant and if necessary, a meeting will be organised with the SNCC CEO, the N.S./Co-ordinator and individual to resolve the problem.
- The N.S./Co-ordinator or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- If any complaint cannot be resolved internally to the persons satisfaction, external options will be offered such as an unbiased third party.

## c) Notification of a complaint to Regulatory Authority

- Where a complainant remains unhappy with the outcome of a complaint, they will be advised of other avenues available for raising their concern, such as making a complaint to the Regulatory Authority:  
<https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/how-to-give-feedback-or-make-a-complaint>
- Following receipt of a complaint about an incident at the service, its procedures and/or its staff or management, the Nominated Supervisor and/or Approved Provider will notify the Regulatory Authority within 7 days, as per Regulation 175 and Regulation 176.
- Should an allegation be made of Reportable Conduct by an employee of the service (including a volunteer or a contractor), the person to whom the allegation is made must report this immediately to Nominated Supervisor who will report the matter to the CEO of the Springwood Neighbourhood Centre co-operative Ltd. (See D-13 Child Protection Policy- Reportable conduct section for further information).

## CONSIDERATIONS

### National Quality Standards

2.2.3	Child Protection	Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role
6.1.1	Engagement with service	Families are supported from enrolment to be involved with service and to contribute to service decisions
6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
6.1.3	Families are supported	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program
6.2.3	Community engagement	The service builds relationships and engages with its community
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service

### Education and Care Service National Regulations 2011

R168	Education and care service must have policies and procedures
R175	Prescribed information to be notified to Regulatory Authority
R176	Time to notify certain information to Regulatory Authority
R84	Awareness of child protection law

### Related Policies / Forms / Other sources

<p>Complaints Policy – Springwood Neighbourhood Centre Co-op Ltd</p> <p>Department of Education - ECED</p> <p><a href="https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/how-to-give-feedback-or-make-a-complaint">https://education.nsw.gov.au/early-childhood-education/regulation-and-compliance/how-to-give-feedback-or-make-a-complaint</a></p> <p>D-13 Child Protection</p>
--

## ENDORSEMENT AND REVIEWS

Date	Action
06.12.2012	Approved by SNCC Board
19.10.2023	Last Review Date
October 2026	Next Review Date