



Jannali East Before and After School Care
Program Incorporated
ABN : 82 641 384 248
Provider Number: 555006 930H
P.O. Box 338 Jannali NSW 2226
Telephone: **0435 - 996806**

Management of Complaints Policy

Considerations:

- **National Regulation 168**
(Education and care service must have policies and procedures)

Sourced:

- Community Services Complaints, Appeals and Monitoring Act, 1994
- National Quality Standards: Quality Area 7: Element 7.3.4
(Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner)

Related Policies & Documentation:

- Authorisations and Refusals Policy
- Excursions Policy
- Providing a Child Safe Environment Policy
- Parent Handbook
- Staff Handbook

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 parent handbook, staff handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

Procedure:

- The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything an individual thinks is unfair or which makes them unhappy with the service.
- Families will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved.

- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Nominated Supervisor (if different from the Coordinator) or management liaison person, either in writing or verbally.
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary a meeting will be organised with the Coordinator and individual to resolve the problem.
- All complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have lead to amendments to policies and procedures where required.
- The Coordinator 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. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person’s satisfaction, external options will be offered such as an unbiased third party.

Endorsement by the Service:

Considered and accepted by the Management Committee (representative):

Name Signature Date

Considered and accepted by the Staff (representative):

Name Signature Date

Considered and accepted by the Parents (representative):

Name Signature Date

Last Reviewed: January 2014

Next Review: January 2016