

## A-14 Complaints

### NQS

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| QA. 5.2.2 | Self-regulation.                        |
| QA. 6.1   | Supportive relationships with families. |
| QA. 6.1.1 | Engagement with the service.            |
| QA. 6.1.2 | Parent views are respected.             |
| QA. 6.1.3 | Families are supported.                 |
| QA. 7.1.2 | Management systems.                     |
| QA. 7.1.3 | Roles and responsibilities.             |

### National Regulations

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| Reg. 168 | Education and care service must have policies and procedures |
| Reg. 170 | Policies and procedures to be followed                       |
| Reg. 171 | Policies and procedures to be kept available                 |
| Reg. 172 | Notification of change to policies or procedures             |
| Reg. 173 | Prescribed information to be displayed                       |
| Reg. 176 | Time to notify certain information to Regulatory Authority   |

### My Time, Our Place

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| LO. 1 | Children feel safe, secure, and supported                                       |
| LO. 5 | Children are effective communicators  |
|       | Children interact verbally and non-verbally with others for a range of purposes |

### Policy Statement

We believe that families play an important role in the Centre and we value their comments. We aim to ensure that families feel free to communicate any concerns they have in relation to the Centre, educators, Management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. 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 the service.

### Related Policies

- THE KIDS CASTLE Policy A-4: Enrolment
- THE KIDS CASTLE Policy A-11: Maintenance of Records Policy

- THE KIDS CASTLE Policy A-12: Policy Development and Review
- THE KIDS CASTLE Policy A-15: Role of Management Committee Policy
- THE KIDS CASTLE Policy A-17: Privacy and Confidentiality
- THE KIDS CASTLE Policy C-12: Communication Policy
- THE KIDS CASTLE Policy D-22: Child Protection Policy

## Procedure

We understand a family's right to share any concerns they may have. We will work with a family to understand their complaint through effective communication and then resolve the complaint efficiently.

A complaint can be raised informally or formally. It can consist of anything which makes them unhappy with the service provided by the centre.

All complaints and grievances are taken seriously and investigated thoroughly. The Centre ensures all complaints and grievances in regard to the nature of the service are taken into account in relation to policy development and review (see A-12 Policy Development and Review Policy).

Information about complaints handling procedures will be provided to families on enrolment as part of the Family Handbook and will be made available upon request. The name and telephone number of the person at the Centre, to whom complaints may be addressed (i.e. Nominated Supervisor for minor concerns, or Honorary Secretary for complaints of a more serious nature), will be on display as required under Regulation 173.

If a family has a minor complaint or comment about the service, they will discuss this with the Nominated Supervisor in charge who will arrange a time to discuss their concern with the parent aiming to resolve the issue at the time of discussion. Where a resolution is found, the complaint and resolution will be presented to the Management Committee at the next Committee Meeting. Where the complaint is of a more serious matter, or involves the Nominated Supervisor, the complaint should be directed in writing to the Honorary Secretary. Educators will ensure that all confidential conversations with families will take place in a quiet area away from other children, other parents, or educators not involved (see A-17: Privacy and Confidentiality Policy). The outdoor area may be used for these discussions.

All received complaints will be recorded on an Incident Report Form by the educators notified of the complaint or Parent Suggestion / Comment / Concern Form by the family. Parents will be encouraged to make suggestions about strategies or solutions they feel would help to resolve their issue. The form will record resolutions in addition to the complaint, and a copy will be provided to the parent, while the original will be kept at the centre. If the complaint is not handled to the family's satisfaction at this level, then the matter should be put to the Management Committee in writing, addressed to the Honorary Secretary.

The Management Committee will discuss the issue with the Nominated Supervisor and develop a strategy for resolving the problem. The family will receive a written response from the Director of The Kids Castle. If the family is not satisfied with the outcome, a meeting organised with delegated

Committee Members, the Nominated Supervisor and parent will be organised to resolve the problem. Educators will be informed of any relevant issues they need to address or be aware of.

If any complaint cannot be resolved internally, external options will be offered such as resolution or mediation by an unbiased third party.

Complaints alleging that the safety, health or well-being of a child was, or is, being compromised, 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. **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.

## Sources

- Education and Care Services National Regulations 2011
- National Quality Standard
- Children (Education and Care Services National Law Application) Act 2010
- Privacy Act 1988
- Community Services (Complaints, Reviews and Monitoring) Act (1993) No.2
- Australian Children's Education and Care Quality Authority (ACECQA)
- Network of Community Activities Factsheet – 'Complaints/Grievance Procedures'
- Network of Community Activities Factsheet – 'Staying Calm'

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