

Policy Name:

Grievance and Complaints

Policy Statement:

This Policy details the Service's procedures for receiving and managing informal and formal complaints. Parents and staff therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

Policy:

The Service prioritises open, respectful and confidential exchange of information between the Service and its families. Parents are provided with many avenues for verbal and written communication about the Service's operations. Parents are informed when any of their feedback has led to improvements in the way the Service operates.

The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints, and engenders this across the Service.

Educators and staff receive information on ways to receive parents' concerns/complaints and to value the opportunity this feedback affords the Service for quality improvement.

At all times the parents' right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.

Parents are encouraged to raise informally with the child's primary educator or the Nominated Supervisor any concerns they have about the daily care of their child.

Formal complaints can be raised verbally with the Nominated Supervisor who will document the complaint clearly and objectively on the Service's Grievance and Complaint Form.

Links to Regulations and Standards:

Quality Area 4 - Staffing Arrangements

- 4.2.1

Quality Area 6. - Collaborative Partnerships With Families and Communities

- 6.1.1, 6.1.2, 6.1.3

Quality Area 7 - Governance and Leadership

- 7.1.1, 7.1.2, 7.3.4, 7.3.5



Related Policies:

Enrolment and Orientation Policy

Interactions with Families Policy

Policy and Procedures Review Policy

Sources:

Education and Care Services National Regulations 2011.

Guide to the National Quality Standard 2011.

Australian Children's Education and Care Quality Authority – <http://www.acecqa.gov.au/>Bathela, M., Dunn, L.,

Tregillgas, T. (2008) Ask a child care adviser (sic): Managing challenging issues with families.

[http://ncac.acecqa.gov.au/educator-resources/pcf-articles/](http://ncac.acecqa.gov.au/educator-resources/pcf-articles/ACCA_Managing_Challenging_Issues_Sep08.pdf)

ACCA_Managing_Challenging_Issues_Sep08.pdf

accessed 23 November 2013

Owens, A. (n.d.). Managing complaints. [http://ncac.acecqa.gov.au/](http://ncac.acecqa.gov.au/educatorresources/factsheets/qias_factsheet_5.pdf)

educatorresources/factsheets/qias_factsheet_5.pdf accessed 23 November 2013

Version:

Version 1 - Implemented: 13/05/2017

Version 2 - Minor changes: 13/05/2018

Version 3 - Fully revised and changes made: 13/05/2019

Version 4 - Next review on: 13/05/2020