



Complaints and Feedback Policy

Reference:

Education and Care Services National Regulations 2011: 168(2)(o), 173, 176(2)(b)

Education and Care Services National Law Act 2010: Section 174(2)(b)

Link to National Quality Standard: 7.1

This policy is adapted from the *Community Early Learning Australia (CELA) sample policies*.

Introduction

Our service values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulations and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program.

A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

Note: Staff should refer to the Employee Grievance, Counselling and Disciplinary Policy in relation to staff grievances.

Goals - What are we going to do?

We will:

- provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program;
- develop a process for making and managing complaints;
- communicate the option and process of making a complaint; and
- manage complaints diligently and confidentially.

Strategies - How will it be done?

Feedback

Communications will aim at all times to be open, honest and confidential.

Our service will offer a variety of ways to communicate and provide feedback. All families receive a Communication Plan outlining a variety of ways communication can be exchanged, including:

- Families are provided the service's email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times, and may email or call throughout the day.
- Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.
- Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, parent meetings and/or newsletters.



Complaints and Feedback Policy

Complaints

The Approved Provider will:

- notify the Regulatory Authority within 24 hours when a complaint or grievance has been assessed as 'notifiable' (i.e. the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached). Written reports must include:
 - details of the event or incident;
 - the name of the person who initially made the complaint;
 - if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant); and
 - any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: www.acecqa.gov.au

- in instances where the complainant reports directly to the Regulatory Authority, the Approved Provider will still have responsibility for investigating and dealing with the complaint or grievance as outlined in this policy, in addition to co-operating with any investigation by the Regulatory Authority.

The Nominated Supervisor will:

1. develop a process for managing complaints. This process includes:
 - a. receiving complaints;
 - b. addressing and investigating complaints;
 - c. documenting complaints.
2. communicate the complaints and feedback policies and procedures to families during the enrolment and orientation presentation;
3. ensure that contact details of the person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service;
4. ensure every complaint is managed and is an opportunity for quality improvement;
5. discuss the process for managing complaints with all educators and staff; and
6. provide or arrange complaints management training, if required.

Managing Complaints

All complaints will be acknowledged and responded to as soon as practicable. Complaints will be dealt with in a timely manner and complainants will be kept informed about the progress of their



Complaints and Feedback Policy

complaint and anticipated timeframes. Allegations of suspected harm or risk of harm to a child or possible victims of crime will be actioned immediately by urgent referral or reporting to the relevant agency.

1. Complainants may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint. Complaints should be forwarded to:

Jannali Preschool Kindergarten

Approved Provider: President of the Committee

Management Committee email address: president@jannalipreschool.com.au

Nominated Supervisor: Simone Taylor

Nominated Supervisor's email address: director@jannalipreschool.com.au

6 Alice St, Jannali 2226

Note: Families can make a complaint directly to the Regulatory Authority where the complaint alleges that:

- the health and safety and safety of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service.
- The relevant legislation has been contravened.

2. Complaints will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
3. Complaints will be documented by an educator or staff member and placed on the Complaints Register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Approved Provider.
4. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed upon, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
5. The Early Childhood Education and Care Directorate will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made. Written notification of complaints must be submitted using the appropriate forms, which can be found at www.acecqa.gov.au



Complaints and Feedback Policy

Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community, which results in positive change and improvement. Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

References and Links to other Policies/Documentation:

- NSW Ombudsman (2004) "Effective Complaint Handling Guidelines", 3rd Edition (Feb 2017) https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0018/42228/Effective-complaint-handling-guidelines-Third-edition.pdf
- NSW Ombudsman "Complaint Handling Tool Kit for Community Service Organisations" (June 2013); https://www.ombo.nsw.gov.au/_data/assets/pdf_file/0017/5813/BR_Complaint-Handling-Kit-CS-CRAMA-Brochure-2013-web.pdf
- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011
- Early Childhood Education and Care Directorate – ececd@det.nsw.edu.au
- Australian Children's Education and Care Quality Authority – www.acecqa.gov.au
- Enrolment and Orientation Policy
- Jannali Preschool Communication Plan
- Jannali Preschool Grievance Record

Last reviewed: June 2018

Due for review: June 2020