

Management of Complaints

Policy Statement

The BOOSH Centre will maintain a complaints and grievance management system to ensure that all educators, families and communities member 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 explained in the parent handbook and this policy will be available for viewing. 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 which an individual may think is unfair or which makes them unhappy with the service.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents and staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Centre 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 President or liaison person of The Executive Committee, either in writing or verbally.

The Executive Committee will discuss the issue with the Centre 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 Centre 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 led to amendments to policies and procedures where required.

The Centre Coordinator or the Executive Committee will inform the person making the complaint of what has been decided regarding the issue. This could be done verbally or if the issue has been dealt with on a more formal basis then the Centre Coordinator or the Executive Committee will write personally to the individual making the complaint. 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 person's satisfaction, external options will be offered such as an unbiased third party.

BOOSH - Beecroft Out Of School Hours

Any complaint not able to be resolved to the satisfaction of the parent's and The BOOSH Centre will require the parents to attend a designated Parent Committee Meeting.

In the event that the parents are not available to attend the designated meeting then an alternative meeting date and time will be negotiated by all parties involved. This meeting is to be attended by the parent's as well as a minimum of two Executive Committee members. The Centre Coordinator will also attend the meeting if required.

In the event that this meeting is not attended by the parents, then the complaint will be deemed to be resolved in favour of The BOOSH Centre and no further correspondence will be entered into.

Considerations:

Education and Care Services National Regulations	National Quality Standard	Other Service Policies/Documentation	Other
R168	7.3	<ul style="list-style-type: none">- Parent Handbook- Staff Handbook- Providing a Child Safe Environment Policy- Excursion Policy- Acceptance and Refusals of Authorisation Policy	Community Services Complaints, Appeals and Monitoring Act. 1994

Date Endorsed March 2019

Signed by _____

Date for Review and Evaluation February 2020