

Management of Complaints

Policy Statement

The BOOSH Centre will maintain a complaints and grievance management procedure to ensure that all educators, families and community 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 procedure will be documented in the parent and staff handbook. 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.

Families will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.

The name and telephone number of the person to whom complaints are directed to is displayed visibly when entering the service at the sign in desk (r173).

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. (r111)

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

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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.

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.

All complaints that come about as a result of a serious incident or alleged serious incident occurring, will be notified to the Regulatory Authority within 24 hours as per regulations.

Considerations:

Education and Care Services National Law & Regulations	National Quality Standards & Elements	Links to other Service Policies	Other Documentation/Evidence
S174 R168, 178, 175, 176	Standards 2.1, 2.2, 6.1, 6.2, 7.1, 7.2 Elements, 6.1.1, 6.1.2, 6.1.3, 6.2.2, 6.2.3, 7.1.2, 7.2.1	<ul style="list-style-type: none">- Providing a Child Safe Environment Policy- Confidentiality Policy- Governance and Management Policy	Community Services Complaints, Appeals and Monitoring Act. 1994 Parent Handbook Staff Handbook Enrolment Form Complaints records and notifications

Date Endorsed May 2021

Signed by _____

Date for Review and Evaluation April 2023

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Date endorsed: May 2021

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