

Goodwood OSHC Complaints Policy

Version 2.1

POLICY STATEMENT:

Goodwood OSHC will maintain a complaints and grievance management system to ensure that all educators, families and communities 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 professional and prompt manner. We will identify complaints and grievances as opportunities to improve the quality of our service.

Purpose:

! 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 an individual think's 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 families and educators that are not involved.

! If an individual has a complaint or comment about the service, they will be encouraged to talk to the Director 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 Principal either in writing or verbally.

! The Principal will discuss the issue with the Director and develop a strategy for resolving the problem. This would be discussed further with the individual or if necessary, a meeting will be scheduled with the Director 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 Director or the Principal will inform the person making the complaint of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Director will write personally to the individual making the complaint.

! If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

! All documented formal complaints are recorded to ACECQA (Australian Children Education and Care Quality Authority).

CONSIDERATIONS:

Section/regulation	Description
Section 172	Offence to fail to display prescribed information
Section 174	Offence to fail to notify certain information to Regulatory Authority
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 173	Prescribed information to be displayed
Regulation 176	Time to notify certain information to Regulatory Authority

Term	Meaning	Source
ACECQA – Australian Children’s Education and Care Quality Authority	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.	https://www.acecqa.gov.au/resources/national-quality-agenda-it-system
Complaint	Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.	Australian and New Zealand Standard Guidelines for complaint management in organisations – AS/NZS 10002:2014
Complaints handling	Effective resolution of a problem before it becomes worse and providing a remedy.	Commonwealth Ombudsman – Better practice complaint handling guide
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.	<i>Privacy Act 1988</i> (Cth)

Links to other policies

- Incident, injury, trauma and illness
 - Providing a child safe environment
 - Staffing
 - Interactions with children
 - Enrolment and orientation
- Governance and management

ENDORSEMENT BY THE SERVICE:

Approval date: Aug 2021

Date for Review: