

Title	Complaints Handling	Date created	31/3/2012
Group	Governance and Management	Date reviewed	01.04.2021

Policy Statement

Telopea Park School Outside School Hours Care will address all disputes, complaints and concerns in a fair, prompt and timely manner while maintaining the highest standards of confidentiality.

Considerations

- National Regulation 168 – Policies and procedures
- National Regulation 173 – Prescribed information to be displayed
- National Standard 7.3, element 7.3.4 – Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner
- Staff and Parent Handbooks

Implementation / Procedures

1. General

The complaints policy and procedure will be made available to parents via the Parent Handbook and office noticeboard, to staff via the Staff Handbook and to children via conversations with Educators.

Complaints can be made:

- verbally – by phone or in person
- in writing – by email or mail
- via surveys and feedback forms.

2. Procedure for Parents

Parents are encouraged to contact the Director in the first instance with any complaint or concern. It is expected that most complaints will be resolved informally and as quickly as possible.

Complaints that cannot be resolved informally will be managed in accordance with the *Telopea Park School P&C Association Grievance Policy*. The policy is available for viewing on the Telopea Park School P&C Association website.

This involves parents being asked to submit their complaint in writing. The Director will consult with whoever necessary and respond to the complaint in writing within 24 hours.

In the event that the complaint is not resolved to the parent's satisfaction, the complaint will be referred to the Sub-Committee Chair.

If the Sub-Committee Chair is not able to resolve the complaint, the Chair may contact the Conflict Resolution Service (ACT) for advice or refer the matter to the President of the P&C Association.

Written records of discussions and copies of all correspondence will be retained in a confidential and secure file.

Parents are also provided with opportunities to provide feedback via Feedback Forms and regular surveys.

3. Procedure for Staff

Staff are encouraged to contact the Director in the first instance with any complaints or concerns and attempt to resolve it informally through discussion. For more serious complaints, staff are advised to lodge the complaint in writing to the Director. The Director will consult with whoever necessary and respond to the complaint in writing within 24 hours.

In the event that the complaint is not resolved to the staff member's satisfaction, the complaint will be referred to the Sub-Committee Chair.

If the Sub-Committee Chair is not able to resolve the complaint, the Chair may contact the Conflict Resolution Service (ACT) for advice or request the involvement of President of the P&C Association.

During attempts being made to resolve the matter, staff should continue to work in accordance of their Employment Agreement, unless they have a reasonable concern that doing so presents an imminent risk to their health and safety or that of others.

Written records of discussions and copies of all correspondence will be retained in a confidential and secure staff file.

Staff are also provided with opportunities to provide feedback via performance reviews and regular surveys.

4. Procedure for Children

The opportunity for children to make complaints will be explained to them by Educators. Such complaints may be in relation to incidents with other children, issues with Educators or the service in general.

Educators will take children's complaints seriously and attend to them as a matter of priority whilst maintaining confidentiality. In the event that an Educator is unable to take appropriate action regarding a child's complaint, they should inform the Director.

Children will be given the opportunity to have a family member or other representative assist them in raising their concerns.

Children are also provided with opportunities to provide feedback and suggestions via suggestion sheets.