# **COMPLAINTS POLICY**

## POLICY STATEMENT:

Our Service is committed to managing complaints and grievances in accordance with the Education and Care Services National Law (ECSNL) and Education and Care Services National Regulations (ECSNR). We recognise the importance of addressing concerns promptly and fairly. To ensure transparency, all complaints and grievances will be documented, and our complaints and grievance management system will be communicated in the parent handbook and on our website. We view complaints and grievances as valuable opportunities to identify areas for improvement and enhance the quality of our service.

## PROCEDURE:

1. Macgregor Primary Outside School Hours Care will uphold the right of individuals to voice their complaints and will provide assistance to help them articulate their concerns and seek resolution.

2. A complaint can be informal or formal and may pertain to any matter that an individual perceives as unfair or dissatisfactory with Macgregor Primary Outside School Hours Care.

3. Every parent will be provided with clear written guidelines detailing the grievance procedure in the parent handbook.

4. All confidential conversations with individuals who have a complaint or grievance will occur in a private setting away from children and others not involved.

5. If an individual has a complaint about Macgregor Primary Outside School Hours Care provided, they will be encouraged to discuss it with the Nominated Supervisor, who will arrange a meeting to address their concerns and work towards a resolution.

6. If the complaint is not satisfactorily resolved at this level, the person making the complaint should engage with the Convenor or liaison person of the Management Committee, either in writing or verbally.

7. The Management will review the complaint, consult with the Nominated Supervisor, and develop a strategy to address the problem.

8. All complaints will be diligently recorded, including the date, nature of the concern, and the resolution process. The information on complaints and grievances will provide evidence that issues are investigated within appropriate timeframes, leading to necessary amendments to policies and procedures.

9. The Nominated Supervisor or Management will communicate the decision regarding the complaint to the concerned individual. Staff will also be informed of any relevant issues they need to be aware of or address.

10. If the resolution does not meet the satisfaction of the person making the complaint, external options for resolution, such as adjudication by an unbiased third party, will be offered.

11. Additionally, Macgregor Primary Outside School Hours Care will report relevant complaints and their resolutions to the Australian Children's Education and Care Quality Authority (ACECQA) as required by the Education and Care Services National Law, Section 174.

## CONSIDERATIONS:

* Address complaints according to ECSNL, Section 165, which upholds the right of individuals to voice their concerns.
* Follow procedures outlined in ECSNR, Regulation 174, for handling confidential conversations and resolving complaints.
* Ensure that Management Committee Convenors or liaison persons are engaged in addressing unresolved complaints, aligning with ECSNL, Section 165.
* Document complaints, resolutions, and follow-up actions, as required by ECSNR, Regulation 174.
* Offer external resolution options, adhering to ECSNL, Section 165.
* Report relevant complaints and resolutions to ACECQA, as per ECSNL, Section 174.

**Citations:**

* Education and Care Services National Law (ECSNL)
* Education and Care Services National Regulations (ECSNR)

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