

# A-12 Complaints and Feedback

## National Quality Standards (NQS)

4.2.2	Professional standards guide practice, interactions and relationships.
5.1	Respectful and equitable relationships are maintained with each child.
5.1.1	Responsive and meaningful interactions build trusting relationships which engage and support each child to feel secure, confident and included.
5.1.2	The dignity and rights of every child are maintained.
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions.
6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
6.2.2	Effective partnerships support children's access, inclusion and participation in the program.

## Education and Care Services National Regulations

Reg. 157	Access for parents
Reg. 168	Education and care service must have policies and procedures
Reg. 173	Prescribed information to be displayed
Reg. 181	Confidentiality of records kept by approved provider

## My Time, Our Place

1.1	Children feel safe, secure, and supported
1.2	Children develop their autonomy, inter-dependence, resilience, and sense of agency
1.4	Children learn to interact in relation to others with care, empathy, and respect
2.1	Children develop a sense of belonging to groups and communities and an understanding of the reciprocal rights and responsibilities necessary for active community participation
2.3	Children become aware of fairness

## Policy Statement

We believe that families have an important role in the Service, and we value their comments. We aim to provide an environment where families feel free to communicate any concerns they have in relations to the Service, Staff, Management, programs or policies without fearing negative consequences. We wish to ensure all families are aware of our procedure for handling feedback.

## Related Policies

- Communication Policy
- Enrolment & Orientation Policy
- Family Participation and Communication Policy
- Grievance Procedures Policy
- Maintenance of Records Policy
- Role of Management Committee Policy
- Staff Professionalism and Code of Conduct Policy
- Storage Policy
- Privacy and Confidentiality Policy
- Policy Development and Review Policy

## Procedure

We will support the families' right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be formal or informal. It can be anything which the family thinks are unfair, or which makes them unhappy with the Service.

Every family will be provided with a Parent Handbook which contains clear written guidelines detailing the grievance procedure. A sign will be located at the sign in and out area informing families of their right to give feedback, whether positive or negative, and how feedback can be made. This sign includes contact details of the Centre Director, Committee Liaison Officer, and Regulatory Authority.

Complaints will remain confidential and a quiet, private location can be facilitated to discuss the concern. The Director will work with the parent to arrange a time to discuss the concern further and work towards a resolution.

If the complaint is not handled to the parent's satisfaction, at this level, the Liaison Officer from the Management Committee can be contacted via email, phone or in person. The Management Committee will discuss the concern with the Director and develop a strategy for resolving it. If necessary, a meeting will be organised with the parent and Director to find a resolution.

The complaint is to be recorded and dated indicating the concern and the resolution. The parent will be notified of decisions made regarding the concern raised. Staff will be notified of the situation where necessary.

In the event of a dispute not being resolved, external options will be offered. This is to provide a non-biased third party to assist in reaching a resolution.

If a complaint is made regarding the health, safety or well being of a child a Notification of Complaints and Incidents (Other than Serious Incidents) form will be filled out and lodged with the

Regulatory Authority. The form can be found on the Australian Children’s Education and Care Quality Authority website, [www.acecqa.com.au](http://www.acecqa.com.au)

The complaint will also be reported to the School Principal as per the lease agreement.

## Sources

- Early Childhood Australia (ECA) Code of Ethics
- Education and Care Services National Regulations 2011
- Framework for School Age Care in Australia – My Time, Our Place
- National Quality Standard – Australian Children’s Education and Care Quality Authority
- Community Services Complaints, Appeals and Monitoring Act, 1994

Date Endorsed: 25/05/2023

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Version Control			
Version	Changes Made	Initiated By	Director Sign-off
v.2.202305	- Updated contact details signage requirement - Added Reg. 173	Staff	
v.2.202207	- Updated Related Policies	Staff	
v.2.202105	- No changes made		
v.2.202005	- Modified wording throughout - Updated links to NQS, National Regulations and MTOP - Added related policies	Regulation requirement	