

POLICY

POLICY 18: DEALING WITH COMPLAINTS

OVERARCHING PERSPECTIVE:

Perspective: Quality Services

Policy: Services and Programs

POLICY:

Our Village Family Childcare Service is committed to a fair and equitable process when dealing with grievances.

SCOPE:

This document applies to all Educators, Families, Coordination Unit Staff, Volunteers and Students of the Our Village Family Childcare Service.

RATIONALE:

To ensure that all complaints and conflicts are dealt with and resolved efficiently, using a fair and equitable process.

PROCESS:

If parents, Educators or staff are unhappy with the service, the following procedures should be implemented. **In all instances, if there is a breach of the Education and Care Services National Regulations 2011, the Secretary will be notified through the Department of Education and Training.**

Parent/Guardian issues with Educators:

- Discuss the issue with the Educator at an appropriate time (preferably child free).
- If unresolved, inform the Educator that you will be taking the matter up with Co-ordination Unit staff.
- Under the **Education and Care Services National Regulations, 2011, regulation Complaints**, the Coordinator will: Deal with the complaint as soon as practicable and as discreetly as possible. The Coordinator or Manager will also notify the Secretary of the Department of Education and Training by phone within 24 hours of receiving the complaint if the complaint alleges:
 - The health, safety or wellbeing of any child being cared for or educated by the children's service may have been compromised;
 - A contravention of the Act or the Regulations.
- If the Co-ordinator is unable to resolve the matter to the satisfaction of both parties the matter will be referred to the Manager to attempt to resolve the issues within 7 working days.
- If still unresolved, the matter will be referred to the General Manager who will seek to deal promptly and appropriately with the issue and may interview Parents/Guardians, Educator(s) and Coordination Unit staff and may seek advice from external organisations including FDC Resource Unit and/or legal advisers prior to offering suggested resolutions options.

Issues with Family Childcare policies, procedures

- Issues regarding policies or procedures should first be raised with the Manager. If still unresolved, the matter will be referred to the General Manager who will seek to deal promptly and appropriately with the issue and may interview Parents/Guardians, Educator(s) and Coordination Unit staff and may seek advice from external organisations including FDC Resource Unit and/or legal advisers prior to offering suggested resolutions options.

Issues with Coordination Unit Staff

- If regarding Coordination Unit staff, discuss the complaint/issue with them. If you are not satisfied as to the outcome, inform them of your intention to register a complaint with the Manager, or if regarding the Manager, the Sunbury Community Health General Manager.

When Educators have a complaint or issue:

- If regarding a Coordinator first discuss the issue with them at an appropriate time.
- If unresolved, inform the Coordinator that you will be taking the issue up with the Manager.
- If regarding the Manager, other staff, discuss the issue with the General Manager of the Sunbury Community Health.
- If the issue remains unresolved, the matter will be referred to the General Manager who will seek to deal promptly and appropriately with the issue and may interview Parents/Guardians, Educator(s) and Coordination Unit staff and may seek advice from external organisations including FDC Resource Unit and/or legal advisers prior to offering suggested resolutions options.

At any point of these proceedings, Educators and Coordination Unit staff may seek assistance from a support person when responding to a complaint about them during negotiations and discussions between the parties.

When Coordination Unit staff have a complaint or issue with other staff or Sunbury Community Health staff or Management are to follow SCH Grievance Policy and procedure.

Further advice can be obtained through:

Family Day Care Resource Unit
80 Dodds St
Southbank 3006
Phone: 03 9686 9797
Fax: 03 9686 9798

DEFINITIONS:


REFERENCES:

Education and Care Services National Regulations, 2011; Regulation 168

RELATED DOCUMENTS:

(SCH) Duty of Care Policy

This box to be completed after final draft has been approved.

Issue Date:	November 2016	Previous Review(s):	Nov '11, Jul '09, Jul '15
Issue Number:	Four (4)	Next Review:	November 2019
Owner:	Manager, Family Day Care	Signed in accordance with Deed of Delegation: <div style="text-align: right;">1/12/2016</div> <div style="display: flex; align-items: center;"> X  </div> <hr/> Marcus Bosch General Manager, Child, Youth & Family Services Signed by: Marcus Bosch	