



Complaints Policy

National Quality Standards:

Area 6 - Collaborative partnerships with families and communities

Standard 6.1 - Supportive relationships with families

Elements:

6.1.1: Engagement with the service

Families are supported from enrolment to be involved in the service and contribute to service decisions.

6.1.2: Parent views are respected

The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.

6.1.3: Families are supported

Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

Area 7 - Governance and leadership

Standard 7.1 - Governance

Elements:

7.1.2: Management systems

Systems are in place to manage risk and enable the effective management and operation of a quality service.

Standard 7.2 - Leadership

Elements:

7.2.1: Continuous improvement

There is an effective self-assessment and quality improvement process in place.

Children (Education and Care Services) National Regulations (2011 SI 653):

Reg. 168	Education and care service must have policies and procedures
s 172	Offence to fail to display prescribed information
s 174	Offence to fail to notify certain information to Regulatory Authority
Reg. 170	Policies and procedures to be followed
Reg. 173	Prescribed information to be displayed
Reg. 176	Time to notify certain information to Regulatory Authority



Related Policies:

- Governance, management and record keeping

Policy Statement:

At Adventure OSHC we strive to form personal, trusting and connected relationships with each family and child that attends our Service. These relationships are fostered through mutual consistent communication that is open and honest between us as a provider and families. We endeavour to handle any complaint or grievance in a way that will ensure positive outcomes for all parties. We will handle all complaints within 48 hours and in a confidential manner. Once a grievance or complaint is resolved, we will then implement this feedback into our daily practices to alter them for the better of every child and family.

We encourage families to provide us with feedback on all aspects of our Service, including negative feedback and constructive criticism to ensure that we consistently build on and improve on all areas of Service.

We will notify the State Regulatory Body if necessary, in line with the requirements of any complaint.

Purpose:

This policy will allow families to provide us with feedback on our practices and procedures in our OSHC Services through open channels of communication.

Scope:

This policy applies to children, families, Adventure OSHC staff, school staff and the wider community involved.

Implementation:

- Information to make complaints will always be displayed at the service as per Reg. 173.
- Adventure OSHC Educators will interact and communicate with families on a daily basis through verbal communication at the Service and written communication periodically.
- Adventure OSHC Educators will inform the Approved Provider of families' feedback (positive or negative), in order for the OSHC Manager to facilitate a meeting with the Educators to ensure how we can incorporate that feedback into our Service operations.



- The Approved Provider and OSHC Manager will follow up any comments made by families and will communicate to families regarding the ways in which their comments and feedback have been implemented into our Service operations.

Procedure for complaints:

1. If the issue relates to the direct care of their child, the family member should approach the Centre Co-Ordinator who is responsible for the care of their child. The Centre Co-Ordinator may request an additional Educator to be present to act as a witness or support person.
2. If the family member is not satisfied with the outcome of the discussion they had with the Centre Co-Ordinator, they will be referred to the Area Manager and/or Approved Provider.
3. **The Area Manager/Approved Provider will meet with the family to:**
 - a. Identify and clarify the family's concern,
 - b. Comprehensively understand the family's needs at that time,
 - c. Understand the family's attitude towards the situation,
 - d. Facilitate further actions that satisfy both the family and the Educators.
4. **The Area Manager/Approved Provider will complete a Complaints Register by noting:**
 - a. The issue and surrounding circumstances,
 - b. The actions taken,
 - c. The outcomes of said actions.
5. The Complaints Register will be added to the family's account in Xplor and the child's file.
6. If the family is still not satisfied with the outcome of the discussion with the Approved Provider and the subsequent actions taken, dispute resolution may be offered at the discretion of the Approved Provider. If a significant issue has arisen that impacts on quality and safe care being provided to a child, that cannot be resolved, Alternative Dispute Resolution methods will be considered, such as mediation, or negotiation with a third-party facilitator.
7. The Service reserves the right to release information of the families to a third party if reasonably required to resolve a dispute where said information is reasonably required to conduct a successful dispute resolution process.
8. Families can contact the state Regulatory Body if a complaint relating to a regulatory requirement has not been satisfactorily resolved. If a family has a complaint of a serious nature, the Approved Provider is required to report the grievance to the state Regulatory Body within 24 hours of the complaint being made.



Sources:

- Education and Care Services National Regulations (2011 SI 653)
- National Quality Standards
- ACECQA Dealing with complaints policy guidelines

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