



Procedures for Complaints and Feedback Policy

Complaints

Complaints can be made by:

- A parent or family member
- A staff member
- A management committee member
- A community member
- A person who is acting on behalf of any of the above mentioned

If a family member or community member has a complaint or concern:

- Address the problem verbally with the person most closely related to the complaint or
- Address the issue with the designated 'Responsible Person' at the service (see Determining Responsible Person Policy) or
- Direct the complaint to the Nominated Supervisor either in person, by phone (4951 7783) or by email (office@maryandchildcare.org.au)
- If after working with educators and the Nominated Supervisor a family member or community member feels that an issue is still unresolved then the complaint should be directed in writing to the Management Committee
- The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24hrs of the complaint being made

NSW Early Childhood Education and Care Directorate

Department of Education and Communities

Website: education.nsw.gov.au

E-mail: ececd@det.nsw.edu.au

Postal Address: Locked Bag 5107 Parramatta NSW 2124

Phone: 1800 619 113 (toll free)

The Australian Children's Education and Care Quality Authority (ACECQA)

Website: www.acecqa.gov.au

Email: info@acecqa.gov.au

Postal Address: 6/175 Liverpool St Sydney 2000

Phone: 1800 181 088 or (02) 82404244

If a staff member or Nominated Supervisor receives a complaint

- All staff will listen carefully to the complaint and either discuss the issue, organise a mutually convenient time to discuss the issue further or refer the complaint to the Nominated Supervisor
- Complaints will be handled with strict confidentiality. All staff are to ensure that sharing of information is restricted to those people who genuinely need to be notified in order to deal with the complaint
- Staff will notify the Nominated Supervisor of the complaint and steps taken to resolve the issue
- All complaints will be documented by the Nominated Supervisor in a complaints register detailing:
 - The date*
 - The complaint*
 - The response to the complaint*
 - The person who reported the complaint*
 - Action taken as a result of the complaint*This will be kept in the locked filing cabinet under complaints. A resolution will be documented in addressing this complaint by letter/ email or diary note if it was a phone call resolution conversation.
- The Nominated Supervisor will ensure that no person or child will be in any way disadvantaged or victimised due to a complaint or feedback

Information for families and staff

- Parents and staff will be given a copy of the 'Complaints & Feedback' policy upon enrolment/employment. This policy will be reviewed yearly in consultation with staff, families and our management committee
- Families are provided with the Service's phone number and email address upon orientation

The following points are central to the complaint resolution process:

- All people involved act in good faith and act with respect, regarding all people's rights.
- The views of the complainants and respondents are taken into account.
- All processes are inclusive of culture and gender.
- The complaints process is consistent and clear.
- The complaints process will take into account potential influence of power in relationships between individuals and groups.
- That the experience of complaint resolution will be viewed as a way to identify changes required at the centre that will improve practice and or communication

Last reviewed: March 2024

Next Review: March 2025

