

Document Name	Document Version Number	Review Date
Dealing with Complaints Policy	1.0.3	December 2024
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1 December 2021	6081	Revised

Purpose

Greater Hume Children Services will ensure that all complaints are taken seriously, and investigated promptly and thoroughly. The service will ensure that an effective complaints and grievance management system is in place and is adhered to by all staff, educators and parents/guardians. We recognise that families, educators, other staff and the community have the right to feel confident that any concerns or issues they may raise will be handled promptly, confidentially and professionally. We will provide effective complaints management for our families, educators, community and staff.

Scope

Approved Provider, Nominated Supervisor, Early Childhood Educators, service coordination staff casual staff, relief educators, children and families

Definitions

Notifiable complaint: Complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached must be reported by the Approved Provider to the Regulatory Authority within 24 hours of the complaint being made (Section 174(2)(b), Regulation 176(2)(b)).

Direct complaints Families can make a complaint directly to the Regulatory Authority where the complaint alleges that:

- The safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service
- The relevant legislation has been contravened.

Policy Content

The Service will ensure that:

- provide information to parents/guardians on how complaints and grievances are made and how they are managed by the service
- ensure that grievances and complaints are investigated and documented in a timely manner
- the regulatory authority is notified of any written complaints of a significant or serious nature in line with Regulatory Notification types and timeframes
- confidentiality is maintained and that only the people directly involved in the grievance, or in sorting it out, can have access to information about the grievance.
- the process is impartial (fair) and that all sides get a chance to tell their side of the story. Assumptions are not made or any action taken until all relevant information has been collected and considered.

Links to Policy

Greater Hume Council Child Protection Policy
Health and Safety Policy
Incident Injury Trauma and Illness Policy

Staffing Policy Code of Conduct Determining the Responsible Person Present And Participation of Volunteers and Students

Assessment Approval Policy and Reassessment of Approved Family Day Care Residences and Family Day Care Venues

Engagement and Registration of Family Day Care Educators Policy

Monitoring Support and Supervision of Family Day Care Educators Policy

Visitors to the Family Day Care Residences and Venues Policy

Provision of Information Assistance and Training to Family Day Care Educators Policy

Links to Procedure

Enrolment and Orientation Office Procedure

Code of Conduct Procedure Including Determining the Responsible Person Present and Participation of Volunteers and Students

Links to Forms

Complaints register children services

References

Australian Children's Education and Care Quality Authority (2011). Guide to the Education and Care Services National Law and the Education and Care Services National Regulations 2016

Australian Children's Education and Care Quality Authority (2011). National Quality Standards

Australian Children's Education and Care Quality Authority (2011). Guide to the National Quality Framework

Australian Children's Education and Care Quality Authority (2011). Guide to the National Quality Standard

National Health and Medical Research Council. (2005). Staying Healthy in Childcare: Preventing Infectious Diseases in Child care (5th Ed.)

Responsibility

Service Manager

Document Author

Service Manager

Relevant Legislation

Education and Care Services National Regulation

Education and Care Services National Law Act 2010

Local Government Act 1993

Children and Young Persons (Care and Protection) Act 1998

Child Protection (Working with children) Act 2012

Children's Guardian Act 2019

Associated Records

Greater Hume Council Model Code of Conduct