

Family Complaints Policy and procedures

POLICY STATEMENT

We believe that families have an important role in the Centre and we value their input. We aim to ensure that families feel free to communicate any concerns they have in relation to the Centre, staff, management, programs or policies without fearing negative consequences and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

CONSIDERATIONS

Education and Care Services National Regulations	National Quality Standard	Service policies and documentation	Other
12, 87, 174		Constitution Service Philosophy Quality Improvement Plan Family Handbook Staff Handbook Fee Policy Confidentiality Policy	Community Services Complaints, Appeal and Monitoring Act, 1994 Network record Keeping Factsheet Child Care Service Handbook (DEEWR) Child Care Benefit Legislation

PROCEDURE

1. No one will be disadvantaged by making a complaint. Indeed, all feedback whether informal or formal (not only formal complaints) is encouraged so the Centre can continually improve and deliver high quality care for the children.
2. Confidentiality will be maintained by all parties involved in the complaint process.
3. The complaint process is as follows:

Stage One: Informal Verbal Complaint

Minor complaints should be dealt with verbally with the Centre Co-ordinator or Committee member as the complainant feels appropriate.

Stage Two: Formal Written Complaint (See attachment A for form)

If the complainant feels the complaint is not being dealt with appropriately or the complaint is of a sufficiently serious nature, then the complaint should be put in writing by the complainant on a complaint form located in the policy folder, or via our online form which can be found on our service website and submitted to the Centre Co-ordinator or placed it in the feedback box. The complaint should be discussed by the Centre Co-ordinator and staff member who is the subject of the complaint to obtain the facts from the staff member's point of view. When appropriate and when possible, the Co-ordinator will attempt to resolve the issue by negotiating a mutually satisfactory resolution. If the complaint is against the Centre Co-ordinator then a Committee member will manage the complaint. The Co-ordinator will notify ACECQA. (National Law 174, Regulation 12 & 87).

Stage Three: Committee Involvement

If the complaint cannot be satisfactorily resolved, a meeting will be arranged between the complainant (with a support person if desired), staff member (with union representative or other support if desired), Centre Co-ordinator and a Committee member(s). The Committee member will then attempt to resolve the complaint.

Notation: These procedures are not applicable in relation to the allegations of child abuse by the carer or family member (See Child Protection Guidelines: No.14).

Date of review	Reviewed by	Endorsed by	Date of next review
			14.01.14

Attachment A- Formal written complaint form

In line with our Family complaints policy, should you feel a more formal complaint is needed please fill in this form and further action will be taken. All complaints are handled in line with our Family complaints policy; if you would like a copy of this form, please don't hesitate to ask. If you wish to remain anonymous, please do not fill in the name section at the top of the form. If you feel the matter remains unresolved after this step in our procedures, please feel free to contact our Committee president via email at looshcmte@gmail.com

Name of person completing form (leave blank if you wish to remain anonymous):

Date form is being submitted:

Contact number of person completing form (leave blank if anonymous)

Complaint against:

Loosh staff member

Enrolled child

LOOSH committee

Service policies and procedures

Other: _____

Nature of concern/ complaint (please be as detailed as possible):

Actions taken to date by the service and complainant:

What outcome would you like to see achieved following this complaint:

Would you like to be kept informed of the outcome of this complaint:

Yes

No