

# Outside School Hours Care

## Dealing with Complaints Policy

### Quality Area 7.3: Governance, Leadership & Service Management

#### **Rationale:**

To provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program and deal with complaints diligently and confidentially.

#### **Policy Statement:**

#### **Values**

Our OSHC values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program. A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

#### **Procedures**

##### ***Seville Primary School OSHC will:***

- Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program;
- Develop a process for making and managing complaints;
- Communicate the option and process of making a complaint;
- Handle complaints diligently and confidentially
- Communications will aim at all times to be open, honest and confidential.

##### ***Our service will offer a variety of ways to communicate and provide feedback including:***

- Daily Program - has a section dedicated to comments or feedback on the program and activities
- Daily interactions
- Formal feedback and comments
- Surveys
- With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.
- Families are provided with the service's email address and phone details at enrolment time.
- Families will be encouraged to converse with educators at pick up and drop off times, and may email or call throughout the day.
- Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.
- Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters.

#### **Complaints**

##### ***The Nominated Supervisor will:***

- Develop a process for managing complaints. This process includes:
  - Receiving complaints;
  - Addressing and investigating complaints;

- Documenting complaints.
  - Communicate information on the process to families through enrolment and orientation processes and information.
  - Provide contact details for putting forward a complaint.
  - Ensure every complaint is managed and is an opportunity for quality improvement.
  - Discuss the process for managing complaints with the educator and staff team.
  - Provide training on complaints management through staff meetings, staff orientation training and in-service training.
- Complaints should be forwarded to:  
     Seville Primary OSHC  
     The Nominated Supervisor and/or Principal  
     639 Warburton Hwy, Seville 3139 or  
     Phone: 03 59644557.
- Complaints will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
  - Complaints will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Principal. Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

### **Information for Educators and Staff**

(Please note - this is not a grievance procedure. Please see Staff Grievance and Complaint Policy)

- Educators and staff may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.
- Complaints should be forwarded to:  
     Seville Primary OSHC  
     The Nominated Supervisor and/or Principal  
     639 Warburton Hwy, Seville 3139 or  
     Phone: 03 59644557.
- Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- Your complaint will be documented. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the approved provider.
- Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.
- Accept all Complaints, whether verbal or written.
- People should be able to comment or complain about anything they think is unfair. By listening and communicating we can help to resolve many complaints.

### **Steps in resolving a grievance**

- Get a clear picture of what is each person's issue
- Clarify the issue to be resolved
- Seek possible solutions, from all parties

- Negotiate action/s to be undertaken
- Reach an agreement
- Undertake the action
- Review the issue/grievance once it has been resolved

### ***Keep People Informed***

- People will receive regular up-dates on the progress of their complaints, so grievances can be resolved as quickly as possible.

### ***Record Complaints & Comments***

A simple record system will be set up to capture comments, suggestions or complaints received. This will assist the staff and School Council in improving the centre's program.

#### *Informal 1*

- This will be for simple straightforward complaints, usually verbal.
- Parents will be encouraged to approach any of the staff members, to try and resolve these complaints.

#### *Informal 2*

- These may be more complex matters which need to be referred to the Principal/Nominated Supervisor.

#### *Formal*

- When complaints cannot be resolved at the staffing level or are more serious, they may need to be referred to the School Council, where a group of Parent representatives can discuss the matter.

## **Additional and Relevant Documents:**

### **Relevant Legislation:**

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011: 168, 173, 176 •

### **Links to National Quality Standard:**

- 7.3.4 Processes are in place to ensure that all grievance and complaints are addressed, investigated fairly and documented in a timely manner.

### **Key Resources:**

- VIC Ombudsman (2004) 'Effective Complaint Handling'.
- VIC Ombudsman (2009) 'Complaint Handling Kit'

## **Policy evaluation and review**

This policy will be reviewed as part of the School's three-year review cycle

**This policy was ratified by School Council in Feb 2021.**

**This policy will be reviewed by School Council in Feb 2023.**