

Document Name	Document Version Number	Review Date
Dealing with Complaints Policy	1.0.1	September 2019
Date Adopted	Minute Number	Status
20 September 2017	4819	Re Adopted, No Alterations

Purpose

Greater Hume Children Services will ensure that all complaints are taken seriously, 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.

Scope

Staff and management, Educators, Relief Educators, parent/guardians and volunteers.

Definitions

Educators: are fully licensed registered educators in accordance with service policy and procedure.

Relief Educators: are fully licensed and registered relief educators in accordance with service policy and procedure.

Policy Content

Greater Hume Children Services will ensure that:

- i. provide information to parents/guardians on how complaints and grievances are made and how they are managed by the service.
- ii. ensure that grievances and complaints are investigated and documented in a timely manner.
- iii. the regulatory authority is notified of any written complaints of a significant or serious nature.
- iv. 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.
- v. 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 Shire Child Protection Policy and Procedure

Greater Hume Shire Council Model Code of Conduct

Emergency and Evacuations

Health and Safety including matters relating to: Nutrition Food and Beverages and Dietary

Requirements; Sun Protection; Water Safety; Administration of First Aid

Incident Injury Trauma and Illness

Staffing including: Code of Conduct; Determining the Responsible Person Present; Participation of Volunteers and Students

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

Engagement and Registration of Family Day Care Educators

Monitoring Support and supervision of Family Day Care Educators

Fit and Proper Assessment of Family Day Care Educators Assistants and Adults Residing at the Family Day Care Premises

Visitors to the Family Day Care Residence and Venues

Provision of Information assistance and Training to Family Day Care Educators

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

Nil

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

Firth, J, Kambouris N, & O'Grady O. (2003). Health and Safety Model Policies and Practices. (2nd ed.)

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 2016

Education and Care Services National Law Act 2010

Local Government Act 1993

Associated Records

Nil