



## COMPLAINTS, GRIEVANCES AND FEEDBACK

### AIM

Alstonville Nestle In Education and Care Centre is committed to the ongoing quality improvement of our centre practices so in that regard will provide opportunities for consultation, evaluation and review of the centre operation and delivery of the education and care program.

Centre staff understand to contribute to our commitment in quality improvement complaints, grievances and feedback will be valued. All complaints, grievances and feedback will be handled in confidence and will assist in the review of our centre policies and procedures.

### EXPLANATION

Our centre values the feedback of educators, staff, families, children 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. Staff recognise a component of this feedback is the ability to put forward a complaint and have this managed appropriately with consideration for accountability and quality improvement.

### IMPLEMENTATION

#### Feedback:-

- Communications will aim at all times to be open, honest and confidential
- Our centre will offer a variety of ways to communicate and provide feedback including:
  - Verbal conversations
    - Families are encouraged to chat with educators at pick up and drop off times
    - Families are welcomed to telephone the centre throughout the day
  - Reflective Journals
  - Written Notes
  - Reflections and comments in children's developmental journals

- Family meetings
- Family Feedback Sheets
- 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.

### Complaints and Grievances:-

The process for managing complaints and grievances include:-

1. Receiving complaint/grievance
  2. Addressing and investigating complaint/grievance
  3. Documenting complaints
- The process for managing complaints is communicated to families through the parent handbook and policy
  - Every complaint will be addressed and is an opportunity for quality improvement.

### Family Feedback, Complaint or Grievance

- Feedback, complaints, grievances should be forwarded to centre staff and educators.
- Feedback, complaints, grievances will be dealt with in the strictest confidence.
- Any educator or staff member involved in handling feedback, complaints, grievances will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the issue. If information specific to the feedback, complaints, grievances need to be disclosed to others during its resolution, the parent will be informed.
- Feedback, complaints, grievances will be documented by an educator or staff member, and placed on the register. The feedback, complaint, grievance will then be forwarded to the most appropriate person to investigate. This will include the Director, Nominated Supervisor and the approved provider.
- Actions to address the feedback, complaints, grievances will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original feedback, complaint, grievance will be notified and informed of any actions for improvement that will take place as a result

Note: .The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

### Educator and Staff Feedback, Complaint or Grievance

- Feedback, complaints, grievances should be forwarded to the Director.
- Feedback, complaints, grievances will be dealt with in the strictest confidence.
- Any educator or staff member involved in handling feedback, complaints or grievances will ensure that information is restricted only to those who genuinely need to be notified in order to deal with it. If information specific to the complaint

needs to be disclosed to others during its resolution, the complainant will be informed.

- Feedback, complaints, grievances will be documented and placed on the register. The feedback, complaint, grievance will then be forwarded to the most appropriate person to investigate including the Director, Nominated Supervisor and the Approved Provider.
- Actions to address the feedback, complaints, grievances will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original feedback, complaint, grievance will be notified and informed of any actions for improvement that will take place as a result.
- The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.

### **SELF ASSESSMENT**

- Continuous improvement of our centre occurs when there is reflection and constructive feedback resulting in positive change and improvement.
- Complaints and grievances are managed to be resolved which lead to quality improvement.
- Complaints and grievances are conducted in a safe manner in a secure environment.

### **SOURCE**

Education and Care Services National Law Act 2010

Education and Care Services National Regulation 2011

Koala Childcare Centre Policy

Alstonville Nestle In Childcare Centre Policy

Community Childcare Fees Sample Policy

NSW Ombudsman (2004) "Effective complaint handling"

NSW Ombudsman (2009) "Complaint Handling Kit"

### **REVIEW**

Annually

To be reviewed November 2016