



COMPLAINTS AND GRIEVANCE POLICY (ELC)

1 PURPOSE

This policy will provide guidelines for:

- receiving and dealing with complaints and grievances at Minaret ELC
- procedures to be followed in investigating complaints and grievances.

Note: This policy does not address complaints relating to staff grievances or employment matters. The relevant awards provide information on the management of such issues.

2 SCOPE

This policy applies to the Approved Provider, Nominated Supervisor, educators, staff, students on placement, volunteers, parents/guardians, children and others attending the programs and activities of Minaret ELC.

This policy should be read in conjunction with the Minaret College Grievance and Complaints Policy and Procedures available on school's web site.

3 PROCEDURES

The Approved Provider is responsible for:

- being familiar with the *Education and Care Services National Law Act 2010* and the *Education and Care Services National Regulations 2011*, service policies and constitution, and complaints and grievances policy and procedures
- identifying, preventing and addressing potential concerns before they become formal complaints/grievances
- ensuring that the name and telephone number of the Responsible Person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service.
- ensuring that the address and telephone number of the Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service
- advising parents/guardians and any other new members of Minaret ELC of the complaints and grievances policy and procedures upon enrolment
- ensuring that this policy is available for inspection at the service at all times
- being aware of, and committed to, the principles of communicating and sharing information with service employees, members and volunteers
- responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- treating all complainants fairly and equitably

- complying with the service's *Privacy Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- informing DET in writing within 24 hours of receiving a notifiable complaint (Regulation 176(2)(b))

The Nominated Supervisor, educators and other staff are responsible for:

- responding to and resolving issues as they arise where practicable
- maintaining professionalism and integrity at all times
- discussing minor complaints directly with the party involved as a first step towards resolution (the parties are encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- informing complainants of the service's *Complaints and Grievances Policy*
- notifying the Approved Provider if the complaint escalates and becomes a grievance or a notifiable complaint or is unable to be resolved appropriately in a timely manner
- notifying DET using NQA IS portal for all notifiable complaints or incidents
- providing information as requested by the Approved Provider e.g. written reports relating to the grievance
- complying with the service's *Privacy Policy* and maintaining confidentiality at all times (Regulations 181, 183)
- working co-operatively with the Approved Provider and DET in any investigations related to grievances about Minaret ELC, its programs or staff.

Parents/guardians are responsible for:

- raising a concern directly with the person involved, in an attempt to resolve the matter before resorting to the complaints and grievances procedures
- informing the Nominated Supervisor about any concerns related to the child's care
- communicating (preferably in writing) any concerns relating to the management or operation of the service as soon as is practicable
- raising any unresolved issues or serious concerns directly with the Approved Provider
- contact the DET Regional Office for serious and unresolved concerns
- maintaining complete confidentiality at all times

Volunteers and students, while at the service, are responsible for following this policy and its procedures.

4 EVALUATION

In order to assess whether the values and purposes of the policy have been achieved, the Approved Provider will:

- regularly seek feedback from everyone affected by the policy regarding its effectiveness
- monitor complaints and grievances to assess whether satisfactory resolutions have been achieved
- review the effectiveness of the policy and procedures to ensure that all complaints have been dealt with in a fair and timely manner
- keep the policy up to date with current legislation, research, policy and best practice
- revise the policy and procedures as part of the service's policy review cycle, or as required

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DOCUMENT CONTROL

Doc ID: POL-ELC-017

Version 1.2

Reviewed: March 2022

Approved: November 2018