



Complaints and Feedback

Review Date: 05/06/2020

Introduction

Our service 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.

Goals – What are we going to do?

We 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.

Strategies - How will it be done?

Feedback:

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 - will have a section dedicated to comments or feedback on the program and activities.
- Interactions
- Formal feedback and comments
- Surveys
- Family meetings

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 orientation. Families will be encouraged to converse with educators at pick up and drop off times, and may call or email 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 verbal feedback, documentation, emails, and/or newsletters.

Complaints

The Nominated Supervisor will:

1. Develop a process for managing complaints. This process includes:
 - (a) Receiving complaints;
 - (b) Addressing and investigating complaints;
 - (c) Documenting complaints.
2. Communicate information on the process to families through enrolment and orientation processes and information.
3. Provide contact details for putting forward a complaint.
4. Ensure every complaint is managed and is an opportunity for quality improvement.
5. Discuss the process for managing complaints with the educator and staff team.
6. Attend, provide or arrange training on complaints management.

Sample process (Information for families)

1. If a parent has a complaint it should be brought to the attention of the Authorised Supervisor.
2. If unable to be resolved, a family may make a formal complaint about aspects of our service. No person will be disadvantaged in any way as a result of that complaint.

Complaints should be forwarded to:

Evans Head Pre-School [or] Woodburn/Evans Head Pre-School
Evans Head Pre-School Association Inc.
PO Box 162, Evans Head NSW 2473
Phone 6682 5235 [or] 6682 2993
Email: evansheadwoodburnpreschool@gmail.com

3. Your complaint will be dealt with 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.
4. Your complaint 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 Approved Provider.
5. 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.
6. 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.

Process (Information for educators and staff)

1. 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.
2. Complaints should be forwarded to:

Evans Head Pre-School [or] Woodburn/Evans Head Pre-School
Evans Head Pre-School Association Inc.
PO Box 162, Evans Head NSW 2473
Phone 6682 5235 [or] 6682 2993
Email: evansheadwoodburnpreschool@gmail.com
3. 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.
4. Your complaint will be documented, 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 approved provider.

Statutory Legislation & Considerations

Children (Education and Care Services National Law Application) Act 2010

Education and Care Services National Regulations 2011

Sources

Effective Complaint Handling Guidelines 3rd Edition, Feb 2017
https://www.ombo.nsw.gov/_data/assets/pdf_file/0018/42228/Effective-complaint-handling-guidelines-Third-edition.pdf

Community Childcare Cooperative Sample Policies -
www.cccnsw.org.au

5. 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.
6. The NSW Department of Education 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.
7. The "Effective complaint handling guidelines" of the NSW Ombudsman will be followed during the process to ensure the rights and dignity of those involved are respected and any investigation is handled systematically, impartially and productively to improve the quality of our service.
8. Where a serious complaint is lodged (e.g. allegations of serious misconduct, sexual harassment and/or discrimination), a formal grievance procedure will be initiated (see Appendices).

Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community, which results in positive change and improvement.

Complaints which are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

Adopted by the Management Committee

Signed by: Belinda Fayle, President

Date Signed: 25/06/2018

REVIEW DATE: 25/06/2020

Appendix 1: Complaints and Feedback Policy

Initial Record of Complaint

Date:/...../.....

Contact Details of Complainant:

Name:

Address:

Phone No: Email:

Issues Raised:

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Outcomes sought:

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Other relevant information required to properly respond to the matter:

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Additional support the person making the complaint may need:

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If resolved at first contact, details of the resolution (include information provided or referrals made)

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Name of the person
taking complaint:

Signature:

Appendix 2

Adapted from Effective Complaint Handling Guidelines, 3rd Ed. 2007

