



Complaints Procedures

Policy

Policy Statement

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences. And that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Procedure

- We will support parent's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
- Families can access information about the complaints procedure from signage on our display board which outlines clear written guidelines when making a complaint. The parent handbook refers to where to find our complaints policy.
- All confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved.
- If a parent has a complaint or comment about the service, they will be encouraged to talk to the coordinator/responsible person who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Nominated Supervisor, Vin Butler, either in writing or verbally.
- The Nominated Supervisor will discuss the issue with the Coordinator/responsible person and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organised with the coordinator/Responsible Person and parent to resolve the problem.
- The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- The Coordinator/Responsible Person or Nominated Supervisor will inform the parent of what has been decided

regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

- This could be done verbally or if the issue has been dealt with on a more formal basis then the Nominated Supervisor or Coordinator/Responsible Person will write personally to the parent.
- If any complaint cannot be resolved internally to the consumer's satisfaction the Parent can contact the:
Early Childhood Education and Care Directorate,
Ph: 1800619113
Fax: 02 86331810
Email: ececd@det.nsw.edu.au

Date Endorsed
Date for review & Evaluation