



LIWARA CATHOLIC OUTSIDE SCHOOL HOURS CARE DEALING WITH COMPLAINTS POLICY

POLICY STATEMENT

Liwara Catholic Primary School Outside School Hours Care (the service) welcomes any feedback regarding areas for improvement and encourages parents to communicate concerns or grievances in a timely manner. We aim to resolve all concerns as quickly as possible. When grievances cannot be resolved informally, a formal grievance process will be implemented.

RATIONALE

It is important to all staff at the service that parents are comfortable with the care provided to their children and that they feel able to advocate on their children's behalf if concerns arise.

Feedback regarding our policies, procedures and service provision support continuous improvement.

It is a requirement that The Education and Care Regulatory Unit is notified of any serious complaints which allege the health and safety of a child has been compromised or that the Law has been breached.

PROCEDURES

For parents making a complaint

If a parent has a concern about an issue at the centre the matter should be discussed with the Nominated Supervisor or Centre Manager. Concerns about the implementation of the program or the care of a child should be referred to Nominated Supervisor or Centre Manager.

If the parent still believes action is necessary after discussion with the Nominated Supervisor or Centre Manager the matter should be referred to the School Principal. The matter can be referred to the Principal either in person or in writing.

The Principal is responsible for initiating a process to resolve any dispute or complaint within the service.

In cases where the matter cannot be resolved between the Principal and the parent, an external mediator may be engaged.

Where a dispute or complaint involves the School Principal the matter may be referred directly to the Executive Director of Catholic Education Western Australia.

Complaints or concerns relating to non-compliance with the *Education and Care Services National Regulations (WA) 2012* or alleging that the health and safety of a child is being compromised, must be notified to the Education and Care Regulatory Authority at Level 1, 111 Wellington Street, East Perth, WA 6004, Telephone 6551 8333 within 24 hours of the complaint.

The name, address and phone number of the Education and Care Regulatory Unit will be displayed on a noticeboard at the entrance to the service as will the name and telephone number of the person at the service to whom complaints may be addressed.

A current copy of the *Education and Care Services National Regulations (WA) 2012* will be available at the service for parents to read.

Procedures for educators to address parent concerns:

All complaints will be dealt with promptly and confidentially.

Where possible complaints will be dealt with immediately but if the complaint is an issue that the educator considers to be outside her/his control, the parent should be directed to the Nominated Supervisor or Centre Manager.

All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.

When a parent wishes their grievance to remain confidential this will be honoured. However, the parent will be advised that issues cannot always be resolved satisfactorily if they choose to remain anonymous. Depending on the type of complaint the parent will be informed that a notification may need to be submitted to the Education and Care Regulatory Unit.

Should the Nominated Supervisor, Centre Manager or School Principal need to discuss the issue further with the appropriate staff member the parent will be informed.

Management Procedures:

All complaints will be handled sensitively and respectfully.

The person receiving the complaint will clarify issues by actively listening and questioning the parent to further understand the issues. If the issues are complex the complainant may be asked to put their concerns in writing.

The complaint will be documented and any legal requirements in relation to the complaint will be considered.

The parent will be asked to provide suggestions about how the situation could be rectified to their satisfaction.

If possible the problem will be resolved immediately. If this is not possible the complainant will be advised that the issue will be given high priority and dealt with as soon as possible.

Where mediation is required all parties will have the right to agree to the appointment of the mediator.

If the problem is about an issue that is outside the control of the service, the person receiving the complaint will explain this to the parent and advise them who they should contact if they wish to take the matter further.

Issues will be followed up and the outcome provided to the parent as soon as possible.

Each complaint will be viewed as an opportunity for improvement. After the complaint has been dealt with it will be analysed to find out how the problem occurred and determine if any changes to policy or operational procedures should be implemented to avoid similar problems in the future.

REFERENCES

Australian Children's Education and Care Quality Authority (2012), *Education and Care Services National Regulations (WA) 2012*. ACECQA

Australian Children's Education and Care Quality Authority (2017), *The Guide to the National Quality Standard*, ACECQA

Australian Children's Education and Care Quality Authority (2017), *The Guide to the Education and Care Services Law and the Education and Care Services National Regulations*, ACECQA

National Privacy Principles - <http://www.oaic.gov.au/privacy/privacy-act/the-privacy-act>

FOR MORE INFORMATION

Review History		
Previous Review	Year of Review	Next Review
April 2017	May 2018	May 2019
April 2018	May 2019	May 2020
May 2019	April 2020	April 2021