



POLICY COMPLAINTS

**National Quality Standard: 7.3.4
Regulation: 168-172
DECD Policies on complaints**

Managed by: Jenny Fox	Responsible position: Director	Status: Approved
Contact position: Chairperson	Date approved by Governing Council December 2019	Next review date: October 2020



1. TITLE

PARENT COMPLAINT POLICY

2. SCOPE

This policy provides a process for a parent/guardian to raise a concern or a complaint (for example about the type, level or quality of the service or about policy, procedures and practices or the behaviour and decisions of staff) directly with the centre (site). The policy does not apply to matters where there are legislative requirements or existing policies and processes of appeal. Examples include:

- Staff disputes and grievances
- Mandatory reporting responsibilities
- Some health, safety and welfare related issues.

3. PURPOSE

- To provide clear and transparent information to parents/guardians, community and staff on how concerns and complaints will be managed and resolutions found. The intent of the policy is also that parents/guardians have access to support and advice when attempting to resolve a concern or complaint.
- To fulfil the requirements of DECD, the National Quality Standard and the Education and Care Services National Regulations.
- To provide information that is consistent with the '*DECD Education Complaint Policy; A Guide to raising a concern or complaint*'.

4. POLICY DETAIL

4.1 Stage 1: Raise the concern

- A parent should raise the concern as soon as possible.
- The centre is the first point of contact.
- If the concern is about a teacher, ECW, CDC, FSC or allied health staff member the parent may prefer to talk to the director.
- The parent needs to find an appropriate time to talk with the relevant person or the director. The director can assist in finding a suitable time for discussion of the issue.
- If the complaint involves the director then the local Education Office should be contacted.
- Parents are encouraged to resolve the issue at the site level first.
- The director will consider the most effective way of resolving the concerns or complaint based on information provided, the centre's complaints procedure, the *DECD parent concerns and complaints policy and procedure*, consideration of any legislative and policy implications and advice from the DECD Education Office,

- The centre will attempt to resolve the issue within 15 working days.

4.2 Stage 2: Contact the local Education Office

- If a parent is not satisfied that their complaint has been resolved by the centre (or if the director is the subject of the complaint) they may choose to contact the Elizabeth Education Office for assistance. This office will review the complaint which may involve meeting with those involved and reviewing the documentation.

4.3 Stage 3 Contact the DECD Education Complaint Unit

- A parent may contact the unit's hotline at any time to discuss their concern or complaint or to seek advice. Staff will follow up at a later stage to check progress.
- If a complaint has not been resolved by the centre or the Education Office, the unit will be asked to assess the complaint and decide what action is needed.
- A senior leader in DECD will make a final decision about the complaint and communicate the decision within 35 working days in most cases.

4.4 Monitoring and Review

The centre has a system in place to record and monitor complaints, the action taken to resolve the complaint and the outcome. The director keeps this documentation in a secure location.

4.5 Confidentiality

Confidentiality should be adhered to throughout the complaint resolution process. This means that the complaint should only be discussed with those people directly involved in the resolution process.

4.6 Support Person

A parent may choose to have a support person with them in the process of dealing with the complaint. A centre staff member cannot be the support person as it is a conflict of interest. The director will assist the parent to find a support person if necessary. If the complaint involves the director, the parent may ask the local Education Office to assist in finding a support person.

Contact numbers

Local Education Office

Early Years Leader: Karen Schutz

Educational Leader Ros Maio

Phone; 82568111

DECD Education Complaints Unit

Phone: 1800677 435

