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COMPLAINTS AND FEEDBACK POLICY

QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

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National Quality Standards (NQS)

Quality Area 6: Collaborative Partnerships with Families and Communities	
6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
6.1.2	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing
6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
6.2.1	Continuity of learning and transitions for each child are supported by sharing information and clarifying responsibilities
6.2.2	Effective partnerships support children's access, inclusion and participation in the program

Quality Area 7: Leadership and Management	
7.2.3	Educators, coordinators and staff members' performance is regularly evaluated, and individual plans are in place to support learning and development

Education and Care Services National Regulations 2011

Children (Education and Care Services) National Law Act 2010	
84	Awareness of Child Protection Law
155	Interactions with children
156	Relationships in groups
168	Education and care services must have policies and procedures
170	Policies and procedures to be followed
173	Prescribed information to be displayed

176	Time to notify certain information to Regulatory Authority
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Introduction

Woden Early Childhood Centre (WECC) values the feedback of educators, staff, families and the wider community in helping to create a service that meets regulations and the needs of enrolled children and their families.

We encourage open communication through opportunities to respond and give 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 aiming to do?

The Nominated Supervisor or Director will:

- provide opportunities for consultation, evaluation and review of WECC's 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 confidential, open and honest.

WECC will offer a variety of ways to communicate and provide feedback including:

- day books
- 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 WECC's email address and phone details at orientation. Families will be encouraged to communicate with educators at pick up and drop off times and may email or call 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 information notice board displays, emails, and/or newsletters.

COMPLAINT PROCESS FOR FAMILIES

1. When a parent / family make a formal complaint about aspects of WECC, no person will be disadvantaged in any way as a result of that complaint.

2. Complaints should be forwarded to:

The Director
 Woden Early Childhood Centre Inc
 PO Box 1050
 Woden ACT 2606
 Ph: 6281 3121 Email wodenecc@tpg.com.au

3. All complaints will be dealt with in the strictest confidentiality. Any educator 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. Complaints will be documented by the Nominated Supervisor, Director and/or Assistant Director 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 Director.

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 Children Education and Care Assurance will be notified of any complaint made to WECC alleging a breach of a section of the Law or a regulation within 24 hours of the complaint being made.

ACECQA¹ states that the types of breaches that need to be reported are:

- Death of a child
- Any incident involving serious illnesses of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital
- Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner
- Any incident for which emergency services attend
- A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent
- A child is mistakenly locked in or out of the premises or any part of the premises

7. The Management Committee will receive notification of all complaints received through the monthly meeting process.

8. If, at the conclusion of the complaint resolution process, any of the parties believe that the complaint has not been resolved satisfactorily, the complaint will be escalated to the Management Committee for consideration and action.

¹ <https://www.acecqa.gov.au/resources/applications/notification-types-and-timeframes>

COMPLAINT PROCESS FOR EDUCATORS

(Please note, this is not WECC's grievance procedure)

1. Educators may make a formal complaint about aspects of WECC and no person will be disadvantaged in any way as a result of that complaint.
2. Complaints should be forwarded to:
The Director
Woden Early Childhood Centre Inc
PO Box 1050
Woden ACT 2606
Ph: 6281 3121 Email wodenecc@tpg.com.au
3. All complaints will be dealt with in the strictest confidentiality. Any educator 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. All complaints 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 Director.
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 Children's Education and Care Assurance will be notified of any complaint made to WECC alleging a breach of a section of the Law or a regulation which alleges that the safety, health or wellbeing of a child was or is affected, or that WECC has broken the Education and Care Services National Law within 24 hours of the complaint being made. ACECQA states that the types of breaches that need to be reported are:
 - Death of a child
 - Any incident involving serious illnesses of a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital
 - Any incident involving serious injury or trauma to a child while being educated and cared for which the child attended or ought reasonably to have attended a hospital, or a reasonable person would consider that the child would require urgent attention from a registered medical practitioner
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 - A child is missing or cannot be accounted for or appears to have been removed from the premises by a person not authorised by a parent
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Evaluation

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

Complaints are in accordance with the above process, lead to quality improvement and are conducted in a safe manner in a secure environment.

Related policies/documents

- All policies

Statutory Legislation & Considerations

- Education and Care Services National Law Act 2010
- Education and Care Services National Regulations 2011

Sources and references

- ACT Ombudsman (2004) 'Effective Complaint Handling'. ACT Ombudsman
- ACT Ombudsman (2009) "Complaint Handling Kit". ACT Ombudsman
- Guide to the National Quality Standard ACECQA (2018)
- Guide to the Education and Care Services National Law and the Education and Care Services National Regulations ACECQA (2011)
- EYLF – Belonging Being Becoming (2009)
- The Manual – Managing a Children's Service – Community Child Care Co-operative (2009)
- Health and Safety in Children's Services Model Policies and Practices – 2nd Edition revised (2003)

Authorisation

John Rothwell
President
2017-18 WECC Management Committee