

## DEALING WITH COMPLAINTS POLICY

### 1. Purpose:

The purpose of this Policy is to ensure that staff and families are aware of the steps for registering a formal complaint or grievance.

### 2. Scope:

This policy applies to:

- Little Saints Early learning Centre (the Service) and
- St Andrew's OSHC (the Service)

### 3. Policy Statement:

The Service acknowledges that complaints and grievances will occur from time to time and that there is a need for a process to be established which allows all such complaints and grievances to be managed and dealt with positively and timely as possible. Complaints and grievances are also to be seen as an opportunity for the Service to review processes and procedures with a view to the continual improvement of the Service's operations.

### 4. Grievance Procedure

#### 4.1 Families

- Please address any concerns to your child's Lead Educator.
- If you feel your concerns have not been met or you do not feel comfortable entering into further discussions with her, please address them with the Assistant Director – Trudiann Marshall.
- If your concerns have not been resolved, please see the Centre Director (Nominated Supervisor) – Ola Goryl.
- Any unhandled concerns should then be directed to the Principal of St Andrews Anglican College – Chris Ivey, or the Manager of Business Services – Alicia Brown on 5471 5555.
- If you have further queries, please contact the Office for Early Childhood Education and Care on 1800 134 486.

#### 4.2 Staff

We hope that staff feel relaxed enough to speak of their concern, queries, opinions etc. to each other as the situation arises. However, if difficulties arise, these are the steps to follow.

- Complainants should always try to speak to the staff member directly to resolve the issue. Remember to use the same positive approach we use with the children.

- Where the complainant has been unable to resolve the grievance him/herself, the complainant should refer the matter to one of the College's four fully-trained Equity Contact Officers: Tania Lee (Facilities Manager); Tjitske Linthorne (Primary Teacher); Brad Spring (Secondary Teacher); Penny Sargeant (Secondary Teacher); Alana Tomkins (Primary Teacher); Jenny Young (Lead Educator Little Saints).
- If this is unsuccessful or the complainant is uncomfortable to do this, they should meet with the Assistant Director or Director.
- The complaint will be documented and the Assistant Director or Director provide support and investigate the complaint.
- At times the complaint may be severe and need to be referred to one of the two Resolution Officers at the College – Mrs Alicia Brown or Mr Andrew Eunson.
- The complainant may prefer to contact one of the two Resolution Officers if they do not feel that their issue has been resolved by the Assistant Director or Director.
- If the issue cannot be resolved, the matter will be referred to Rev. Chris Ivey.

## **5. Resolution**

Complaints or grievances will be deemed to be resolved if:

- Changes are made and steps put in place to ensure that the situation that caused the complaint or grievance will not be repeated.
- The Service is now alert to a potential problem.
- The Complainant is satisfied that their complaint has been adequately addressed.
- All parties concerned accept and understand the ultimate outcome.