



Next Steps Kindy & Northside Christian College Outside School Hours Care



POLICY

Dealing with complaints Policy

Issued by:	Next Steps Kindy & Northside Christian College Outside School Hours Care
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Reference

- *Enrolment policy*
- *Privacy and Confidentiality Policy*
- *Grievance and Complaints Procedure*

Purpose

The purpose of this policy is to give details of the service's procedures for receiving and managing informal and formal complaints. Parents and staff therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

Scope

Children attending the service, parents and employees, including full-time, part-time, permanent, fixed-term and casual employees, as well as contractors, volunteers and people undertaking work experience or vocational placements.

Policy Statement

- The Service's processes for airing concerns/complaints are communicated to families on commencement at the service.
- Details of the Service's email address and telephone, the email address of the Approved Provider, and the full contact details of the Regulatory Authority are available to families.
- The Service prioritises open, respectful and confidential exchange of information between the Service and its families. Parents are provided with many avenues for verbal and written communication about the Service's operations. Parents are informed when any of their feedback has led to improvements in the way the Service operates.
- The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints, and engenders this across the Service.
- Staff/educators, students and volunteers are informed of the Service's Privacy and Confidentiality Policy before commencing at the Service and are required to sign a Confidentiality Agreement to strictly adhere to that Policy.
- At all times the parents' right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.
- Parents are encouraged to raise informally with the child's primary educator or the Nominated Supervisor any concerns they have about the daily care of their child.
- When meeting with families, staff may elect to have another staff member to be present.