

10.2 Grievance and Complaints Management Policy

1. Purpose

My Place Family Day Care aims to have appropriate systems, clear steps and transparent processes to support all those involved in a grievance and wishing to make a complaint.

2. Scope

This policy applies to the Approved Provider, Nominated Supervisor, Coordinators, other ICH staff, Educators, Educator Assistants, parents and children

3. Definitions

Approved Provider: Inala Community House (ICH) has approval from the Federal Government to operate an approved FDC service.

Service: My Place Family Day Care, whose Approved Provider is Inala Community House.

Parent/Guardian: The person responsible for the payment of fees and who is paid the Child Care Subsidy. Referred to as the Parent/s. **PLEASE NOTE:** this does not include a parent who is prohibited by a court order from having contact with the child

Educator: An Approved Educator who is registered with the Service

Grievance: Describes a situation when an employee, Educator or Board of Directors member requires formal action to be initiated which relates to an issue, concern, dispute or problem that happens at or is relevant to the workplace.

Support Persons: All parties may request the involvement of a support person or advocate at any stage of this process.

Advocate: is a person chosen by the complainant to support them through a complaints process. This can include but is not limited to:

- A family member or friend
- The educator representative

Confidentiality: It is the responsibility of all parties to maintain the confidentiality of discussions, documentation, agreements and action plans. In maintaining confidentiality, written information pertaining to discussions, documentation, agreements and action plans are only accessible to the parties directly involved at each level of the process. Any deviation from this procedure is by consent of the complainant/s only. Filing of all information must be in a secure and known location within the workplace (either physically or electronically).

Facilitation: Facilitation refers to the mediation of the dispute by a facilitator. The facilitator must be a person agreed to by all parties. The ongoing involvement of the facilitator is subject to the mutual agreement of all parties.

Mediation: is a process in which an impartial third party, with the consent of the disputing parties, aids them in searching for a mutually satisfactory settlement of the issue/s which prompted the complaint.

Complaint: can be problems raised by, Clients, Parents, Educators, Associates, Departmental Staff or members of public.

Complainant: is the person who makes a complaint.

Respondent: is the person or the Board of Directors itself against whom the complaint is made.

Complaint systems: are informal or formal avenues for discussing the details of complaints, with a view to their resolution, and which are documented through accessible explanations of why complaints are acceptable, the options for their handling, the records that will be kept and the safeguards regarding confidentiality and protection from victimisation.

4. Policy

My Place Family Day Care encourages comments and advice from children, families, staff, Educators and other stakeholders to ensure a quality and relevant education and care service is provided.

Any complaint or grievance will be responded to in a timely manner in which individual differences are understood, valued and human dignity is respected.

The Service undertakes to deal with all complaints efficiently and in a manner, which affords natural justice to all parties.

All individuals are required to attempt a genuine and reasonable resolution characterised by a spirit of goodwill and natural justice. The Service undertakes to address and manage any complaints or grievance with the aim of reaching a supportive and satisfactory resolution.

All communication methods will be presented in a manner that fosters mutual respect and is conducive to building strong and trusting relationships.

All complaints and grievances will be treated with confidentiality, respecting the privacy of all parties that are involved in the complaint in-line with the 10.3 Confidentiality and Records Management Policy.

4.1 Grievance

My Place Family Day Care staff are employed by Inala Community House. ICH's Grievance Policy governs the resolution of grievances by staff.

Grievance from Educators engaged by the service, or clients about the services provided through Educators, are to be handled promptly through this policy and the 10.4 Grievance Management Procedure.

A grievance could occur between employees, between Educators, between Co-ordinator and Educator or between an employee/s and a Board of Directors member/s.

A grievance is any matter related to work or the work environment that is causing concern or distress to any individual or group of individuals. Grievances may arise from any act, situation, discussion or omission, which may be considered unfair, discriminatory or unjust.

The Service will ensure the process is made freely available to all stakeholders in an easily understood format.

4.2 Complaints

Complaints may be raised in relation to the conduct or behaviour of an Educator/Educator Assistant/ Educators family/employee/Individual member or the whole Board of Directors or against the policies and procedures implemented by the Service.

The Service acknowledges that conflict may occur from time to time. People have the right to express their concern and expect acknowledgement and redress. The Service will respond to complaints about service delivery in a prompt and timely manner.

The Service has clear steps which outline the steps involved in addressing a complaint.

The Service considers all complaints respectfully and will seek to find a satisfactory resolution wherever possible.

5. Review

This policy remains in effect unless otherwise determined by resolution of the Board of Directors. This policy will be reviewed every two years or sooner as required

	Date	Details
Revision 00	07/2015	Original Policy Issued
Revision 01	09/2017	Reviewed
Revision 02	12/2019	Reviewed
Revision 03	01/21	Reviewed

6. Related Documents

Policies

10.1 Governance and Management Policy

Procedures

10.4 Grievance Management

10.5 Complaints Management

Forms

Other Documents

ICH Feedback and Complaints Policy

ICH Feedback and Complaints Brochure

ICH Website

References

Australian Human Rights Commission, retrieved 30th October 2019, www.hreoc.gov.au

Department of Employment & Industrial Relations, Qld Government, retrieved 30th October 2019, www.fairwork.gov.au

Education and Care Service National Law 2010

s.174 Offence to fail to notify certain information to Regulatory Authority (2) An approved provider must notify the Regulatory Authority of the following information in relation to an approved education and care service operated by the approved provider— (b) complaints alleging— (i) that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service;

Education and Care Services National Regulations 2011

R.168(2) (o) Education and Care service must have policies and procedures (l)

R.176 Time to notify certain information to Regulatory Authority (2) For the purposes of section s.174(4) of the Law, a notice must be provided (b) in case of a notice under section 174(2) (b) or a notice of a matter referred to in regulation

R.175(2) (b), within 24 hours of the complaint or incident

ACECQA, Guide to the National Quality Framework, 2018, Chapter 2 The National Quality Standards, Quality Standards: Quality Area 7: Governance and Leadership – 7.1

Governance – Governance supports the operation of a quality service:

7.1.2 Management systems: Systems are in place to manage risk and enable the effective management and operation of a quality service.