



**LINDEN PARK PRIMARY SCHOOL**  
*Out Of School Hours Care*



## Policy Group 5 – Management & Administration

### Policy Number: 5.4 Parent Grievance & Complaint Handling

Policy Relationships			
Regulations	Quality Areas	National Quality Standards	Legislation/Guidelines
33, 168	7	7.3	'My Time, Our Place' Framework for School Aged Care. Education & Early Childhood Services National Law Act 2010, and National Regulations 2011

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Education and Care services must have an effective 'complaints and grievance procedure'. A thorough system will reassure educators, families and children's complaints and grievances are taken seriously and investigated promptly.

Under the Education and Care Services National Law, the service has a legal responsibility to notify the relevant authority of certain matters within a stated time frame. As the service operates on a school site, the principal will act as the line manager of the OSHC director and will be notified when complaints are made.

### **Policy Statement**

The Linden Park Primary School OSHC takes complaints about the service, educators, practices and procedures seriously. The service has processes in place to ensure all grievances and complaints are addressed, investigated fairly and documented and reported in a timely manner.

### **Implementation**

The service will address complaints in relation to the following

- \* Complaint alleging that the safety, health or well-being of a child is being compromised.
- \* Complaint alleging that the law or standards have been breached.

Complaints of this nature will be documented on the ACECQA form NL01 and will be sent to the Education and Early Childhood Services Registration and Standards Board of South Australia (EECSRBS).

In the instance that a complaint or grievance is made regarding an instance with OSHC staff that did not compromise the safety, health or wellbeing of a child, the director will be required to inform the school principal.

Complaints can be made in the following manner:

- \* Verbally – in person or by phone.
- \* In writing – via email, fax or mail.
- \* Feedback forms or surveys.

Complaints will be addressed via the following process:

- \* Complaints regarding any aspect of the service will be addressed with the director first. If the complaint is about the director it will still be addressed to the director.
- \* In the event that the complainant is unable to be addressed by the director or discussion with the director is unsatisfactory, complaints will be directed to the school Principal, Fiona Voigt.
- \* Families will have a right to lodge a complaint directly with the EECSRBS.
- \* Educators will take children's complaints seriously and make them a matter of priority whilst maintaining confidentiality. If the complaint cannot be resolved, Educators will take the complaint to the Director.

- \* Complaints relating to educators, educator conduct or aspects of the program will be directed to the director.

### **Roles and Responsibilities**

Educators will ensure:

- \* Complaints, policies and procedures are made available to families via the family handbook and given to families upon enrolment.
- \* Complaints are not discussed in front of other children and confidentiality is maintained at all times.
- \* Families have opportunities to provide feedback and suggestions through planning books, emails, and surveys and verbal communication.
- \* Details of the EESSRSB are available to families for complaints handling.
- \* Children are encouraged to give feedback and suggestions via general conversations, planning books and group time.

The nominated supervisor will:

- \* Ensure that any complaint requiring a NL01 will be documented and reported to the EESSRSB within 24 hours.

The Director will:

- \* Investigate complaints properly and thoroughly.
- \* Listen to or read the complaint and document exact details.
- \* Seek advice from line managers and other agencies, including legal advice if required.
- \* Inform the complainant of the outcome in writing and or verbally in a timely manner.
- \* Ensure the complaint process and its outcome is documented and all documentation is treated and stored confidentially.
- \* Ensure all staff members are aware of the complaint procedure upon commencement of employment.
- \* Treat families, educators and children fairly and respectfully when investigating complaints.
- \* Where possible, complaints will be dealt with internally at the school before seeking external advice.