



BRISBANIA BEFORE & AFTER SCHOOL & VACATION CARE CENTRE INC
MANAGEMENT

Title: Complaints and Grievances

Status: CURRENT

Date of Origin: July 2012

Policy No: P 6

Last Review: August 2024

POLICY STATEMENT

Brisbania Before & After School & Vacation Care Centre, ensures people feel safe or comfortable when making a complaint.

Brisbania Before & After School & Vacation Care Centre will maintain a complaints and grievance management system to ensure that all Educators, families and community members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

PROCEDURE

The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.

The service will ensure people feel safe or comfortable when making a complaint, including children.

A complaint can be informal or formal. It can be anything which an individual thinks is unfair or which makes them unhappy with the service.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other parents or staff not involved.

If an individual has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint they should discuss the issue with the Chairperson or liaison person of the Management, either in writing or verbally.



The Management will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem, this would be discussed further with the individual or if necessary, a meeting will be organised with the Co-ordinator and individual to resolve the problem.

All complaints will be recorded on the complaints and grievances form and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.

The Co-ordinator or Management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Co-ordinator will write personally to the individual making the complaint.

If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

Brisbania Before & After School & Vacation Care Centre will comply with legislation for any allegations or convictions of child abuse or child related misconduct of any staff member, volunteer or contractor and notify the Office of the Children's Guardian (OCG) as part of the Reportable Conduct Scheme in NSW with 7 business days. 7-day notification form

CONSIDERATIONS

National regulation 168 "Education and care service must have policies and procedures"
(dealing with complaints)

National Standard 7: Element 7.3.4 "processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner".

Community Services Complaints, Appeals and Monitoring Act, 1994.



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Appendix

Complaint's Form



BRISBANIA BEFORE, AFTER SCHOOL AND VACATION CARE CENTRE

Complaints and Grievance Form

Step 1

Complaints Details

Name: _____ Date _____

Nature of Complaint

Signature of Complainant: _____

Read by Co-Director: _____

(Signature) (Date)

Read by Committee member: _____

(Signature) (Date)

Agreed Timeframe for addressing issue/s

