



St Michael's Collegiate

Set for Life

Subject: ELC COMPLAINTS POLICY	Policy No: ELC 02 – Version 1
Covers: COLLEGIATE ELC	Effective: June 2016
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	Review Date: November 2017

Complaints

Policy

St Michael's Collegiate Early Learning Centre (ELC) and Outside School Hours Care (OSHC) is committed to creating an equitable environment where all children, families and educators have the right to a positive and transparent response to their concerns. Solutions will be sought to resolve all issues or complaints in a prompt, transparent and positive manner. Interactions will be based on respectful relationships, interdependence, social justice and honest and ethical conduct.

All children, families and educators will have access to the Complaints Policy and Procedure.

Procedure

The details of the person, including telephone number, to whom complaints may be addressed must be displayed at the service.

All complaints will be dealt with in a prompt and confidential manner that:

- Is clear and transparent;
- Promotes procedural fairness, natural justice and positive conflict resolution;
- Is free from discrimination and harassment;
- Allows an opportunity for all to be heard; and
- Allows the opportunity for review and further investigation where required.

A complaint may be made directly to the nominated supervisor, responsible person or the Manager. Children, families and other stakeholders will be supported to engage with educators to discuss any concerns related to the education and care service in a supportive and transparent manner; with educators supporting children in an age-appropriate manner to discuss any concerns they have. All complaints will be taken seriously and dealt with in a timely manner and where the outcome is not immediately achievable, the complaint will be advised of the progress of the complaint.

Where possible, the complaint will be dealt with by the child's educator (as this is usually the person with the closest relationship to the child and family). Where additional time or support is required, a meeting time will be made with the Manager. The Manager will discuss the complaint with all relevant stakeholders, to assist all parties reach a point of mutual resolution. Where a mutual resolution is not reached, the Manager will arrange a meeting with the Principal or Board of Management.

Where the complaint concerns one or more educators or staff members, the individuals are encouraged to initially discuss the situation privately together. Where either party feels a moderator would be beneficial, staff are to alert the Manager to the situation and arrange a mutually agreeable time for all parties to discuss the concern.

During this time, all parties will be given the opportunity to state their concerns, views, beliefs and questions to reach a mutually acceptable resolution. Where a mutually acceptable resolution cannot be reached, the Manager will arrange a suitable time to meet with the Principal or Board of Management.

The service must notify the Education and Care Unit in writing within 24 hours of a complaint¹.

Where the complaint is in relation to child protection, the notification must also be made to Gateway or the Department of Health and Human Services in line with the service's *Child Protection Policy and Procedure*.

Relevant Policies and Procedures

- St Michael's Collegiate Grievance Policy
- Child Protection Policy and Procedure

Sources

- *Education and Care Services National Law*
- *Education and Care Services National Regulations*
- National Quality Standard (6, 7)

Review due November 2017

¹A complaint is an incident that indicates a real and serious or immediate risk to the health, safety or wellbeing of a child or children (p 369 *Operational Policy Manual for Regulatory Authorities 2013*)

Review by November 2016