Complaints Policy

Covers

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Intention

Nurturing Family Day Care Scheme takes grievances from those within and associated with the scheme very seriously, with complaints responded to in a professional and open-minded manner to ensure that all parties are heard, documented factually, and the situation addressed accordingly and with natural justice in mind. The resolution of the situation will be sought in all instances, with the understanding that duty of care and the health, safety and rights of the child are at the driving forces of all decisions made. Nurturing Family Day Care Scheme is one without prejudices, discrimination, harassment and/or bullying, upholding the Code of Ethics, Conduct, the rights of the child and the scheme's philosophy.

Overview

This policy, and all policies and procedures that are associated with the Complaints Policy, are implemented at all registered residences and approved venues by all educators, staff and visitors whom are allied with the scheme.

This comprises of -

- How a complaint can be lodged with Nurturing Family Day Care Scheme
- How the scheme handles complaints that arise.

The approved provider will ensure -

- That all complaints that relate to a child at risk are handled under the Child Protection and Safe Environment Policy and the mandatory reporting requirements of the childcare industry.
- Any complaints alleging the National Law and/or the National Regulations have been breached or that a serious incident has occurred, is immediately addressed.
- Any complaints alleging a serious incident has occurred or is occurring at the service while a child is being, or was being, educated and cared for by the service, is reported to the regulatory authority within 24 hours.

- Any complaints alleging the National Law has been contravened are reported to the regulatory authority within 24 hours.
- Any allegations that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the education and care service, is reported to the regulatory authority within 7 days of the incident or the provider becoming aware of the incident.
- All complaints are dealt with in a professional manner.
- All individuals will have access to Nurturing Family Day Care Scheme's contact information, as it will be given upon enrolment, displayed at each registered residence or approved venue, and on all communications between the scheme and associated persons.
- That all communication is handled according to the Information Privacy Act 2009 and this information will only be used for the purposes it was collected for (resolution of the complaint) or as otherwise authorised according to Queensland and Australian Law.

Making a Complaint Procedure

The approved provider will ensure that all individuals associated with Nurturing Family Day Care Scheme are aware of this policy, have the required information to contact the relevant parties when needed, and at all times are treated with the outmost respect and professionalism.

- All complaints are to be forwarded to and dealt with by the approved provider.
- All complaints that are legally required to be forwarded to the relevant regulatory authorities will be done so immediately, and the Child Protection and Safe Environments Policy outlines the procedures to be implemented.
- Complaints will be made either verbally (and documented in a manner that is agreed upon by the complainant) or written and given to the approved provider.
- Complaints will be addressed where needed and appropriate.
- If requested, the approved provider will maintain the confidentiality of the complainant when and where possible and will reaffirm this upon a complaint being made.

Handling a Complaint Procedure

The approved provider will to the best of their ability, endeavour to achieve a resolution between the parties involved in a complaint, will do so in a promptly, professionally and in an unbiased manner to ensure that a successful outcome is achieved for all. The approved provider will -

- Speak with all parties once a complaint has been lodged, without bias and to ensure that they are able to discuss the situation from their point of view.
- Offer to mediate between all involved individuals in a neutral location to ensure a swift resolution if possible.
- Accept a support person or third party to attend if required by the individuals involved.
- Work with all parties to discuss and reach an outcome that is satisfactory for all involved.
- Implement any agreed upon action, effecting the resolution if one is determined necessary.
- If a future plan of action is determined, the approved provider will work with all parties and monitor the progress, calling for further mediation if it is deemed appropriate.
- When the parties have requested to remain separate, they will be updated with confidentiality held when and where possible, and the outcome of the decisions made communicated to all.
- If a resolution is unable to be reached, the complainant has the right to discuss the situation with the division of Early Childhood Education and Care at -
    - https://det.qld.gov.au/earlychildhood/about/Pages/complaints.aspx

Sources

Education and Care Services National Law and National Regulations 2011 (Updated October 2017)

- Section 3, Objectives and guiding principles.
- Section 167, Offence relating to protection of children from harm and hazards.
- Reg 168, Education and care services must have policies and procedures.
- Reg 183, Storage of records and other documents

National Quality Standard (Updated February 2018)

- 2.2, Each child is protected.
- 2.2.3, Management, educators and staff are aware of their roles and responsibilities to identify and respond to every child at risk of abuse or neglect.
- 7.1, Governance supports the operation of a quality service.
- 7.1.2, Systems are in place to manage risk and enable the effective management and operation of a quality service.

Early Years Learning Framework
ACECQA
Department of Education and Training
Information Privacy Act 19988
Queensland Government

Review

The policy will be reviewed annually.
The review will be conducted by:

- Approved Provider
- Employees
- Educators
- Families
- Interested Parties

Created: May 2017
Reviewed: September 2017
March 2018
October 2018
Next review: October 2019