



NARNIA EARLY LEARNING

ACN 002 919 584

(Administered by St. Philip's Christian Education Foundation Ltd.)

COMPLAINTS AND GRIEVANCE POLICY

Narnia formally recognises a child and family's right to privacy, dignity and confidentiality. Parents who have any concerns or complaints or who wish to discuss matters of a more confidential nature should use the following procedure. As is required by the Child Care Act 2002, the following grievance policy may be implemented by any parent of a child enrolled at Narnia.

Narnia Early Learning will aim to resolve all difficulties and problems in a Scriptural way that honours God and respects the individuals involved.

Narnia is committed to providing a child safe environment. The safety and protection of children is our highest priority and we have zero tolerance for any abuse or maltreatment of children.

Families are encouraged to discuss grievances in person and/or in writing with their child's Educator or with the Director. All suggestions are taken seriously, considered and discussed amongst the staff and management where necessary. All grievances will be tracked and analysed to help improve systems, procedures and policies within the Centre.

- Teachers will discuss any grievance they have with the Director who will provide advice and support
- Complaints are to be submitted in writing (the Complaints and Grievance Form is available for this purpose).
- Grievances are to be dealt with in a professional manner by Educators and Management
- Open and professional communication will be used and encouraged
- All parties involved will be kept informed as the process or resolution is achieved
- All grievances will be handled in a timely manner
- Educators will listen and give their undivided attention to a parent or another Educator. A meeting time will be made if necessary to ensure that the Educator can give their full attention
- Complaints will be discussed with the parent; an action plan may be used to address the concerns if required and parents will be notified of the progress.
- Grievances will be documented by the Educator and a copy filed with both party's signatures. The complaint will be uploaded to the Regulatory Authority within 24 hours of the complaint.
- Educators will attempt to reach a satisfactory outcome with all persons involved
- Privacy will be respected
- If Educators are unable to solve the grievance- the matter will be handed over to the Director
- If a parent has a request that is contrary to the centre's policies, it will need to be presented in writing to the Director and discussed with the Approved Provider.

- Any complaint/incident received by the Approved Provider which pertains to a licensing issue/legislation must, unless it is of an obviously trivial nature:
 - Notify the complaint to the Regulatory Authority within 24 hours of the complaint
 - Notify the Regulatory Authority of any action taken in response to the complaint within 24 hours of the action taken.

Contact Details:

Phone – 1800 619 113

Website: www.dec.nsw.gov.au;

- CCCF Restricted Centres to notify via email to ececd@det.nsw.edu.au and CCCFRestricted@dese.gov.au

This policy links to the following:
 National Quality Standards: 6.1, 7.3
 Education and Care Service National Regulations 2011: 168, 173, 176

Complaints and Grievance Form

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|---|----|
| Date | |
| Name of parent making the complaint | |
| Address of Parent | |
| Contact number of Parent | |
| Email address of Parent | |
| Complaint (written by parent) | |
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| Staff member handling complaint | |
| Possible solutions negotiated with parent | 1. |
| | 2. |
| | 3. |
| | 4. |
| | 5. |
| Action Plan | |
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