



COMPLAINTS AND GRIEVANCE POLICY

POLICY STATEMENT

SPCC Saints Academy 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 SPCC Saints Academy. Our service will maintain a complaints and grievance management system to ensure that all educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly.

SPCC Saints Academy will aim to resolve all difficulties and problems in a scriptural way that honors God and respects the individuals involved.

SPCC Saints Academy 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.

SPCC Saints Academy encourages families and educators to communicate any concerns or complaints they have in relation to harmful behavior of children, including where a child exhibits sexual behaviors that may be harmful to the child or another child.

Families are encouraged to discuss grievances in person and/or in writing with the nominated Supervisor or Head of Saints Academy. 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.

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 – including children who attend the Service. All Staff will provide a safe environment for children and families to communicate any concerns or complaints.

- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Nominated Supervisor who will arrange a time to discuss their concern and come to a resolution to address the issue.
- Complaints are to be submitted in writing (the Complaints and Grievance Form is available below for this purpose). All complaints will be recorded 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.

- Grievances are to be dealt with in a professional manner by staff 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.
- 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.



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- Grievances will be documented and a copy filed with both parties' signatures. The complaint will be uploaded to the Regulatory Authority within 24 hours of the complaint.
- Privacy will be respected.
- If a parent has a request that is contrary to the centre's policies, it will need to be presented in writing to the Head of Saints Academy 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: <https://public.nqaita.acecqa.gov.au/Pages/Landing.aspx>

This policy links to the following:

National Quality Standards: 6.1, 7.3

Education and Care Service National Regulations 2011: 168, 173, 176

Other: Department of Communities and Justice Complaints, Appeals and Monitoring ACT 1994



Complaints and Grievance Form

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



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Outcome/Resolution	
Parent's Signature and Date	
Nominated Supervisor's Signature and Date	