

16. Dealing with Complaints

Purpose

It is in everyone's best interests to ensure that families feel confident that concerns or issues they raise will be handled promptly and professionally.

The service understands that unresolved issues can lead to a higher level of dissatisfaction, which can negatively impact on staff, families and children's well-being.

Complaints are also an opportunity for improvement, through self-assessment and effective improvement processes.

Scope

NQS Quality Area 6	Collaborative Partnerships with Families and Communities
Standard 6.1 Supportive Relationships with Families	Element 6.1.2 Parents Views are Respected
NQS Quality Area 7	Governance & Leadership
Standard 7.2 Leadership	Element 7.2.1 Continuous improvement

Process/guidelines

The service respects the rights of any person to lodge a complaint.

The name and telephone number of the person to whom complaints is addressed clearly visible at the service on the noticeboard by the sign 'in and out' iPad.

The service will ensure that families can lodge their concerns in a safe, respectful environment.

It can be expected that the principles of natural justice will be applied when managing any complaint.

Procedure for families lodging a complaint

Families are requested not to discuss complaints in front of children.

Complaints can be made verbally, in person or by phone or in writing, via email, or mail.

Step 1: In the first assistance, complaints should be addressed with the Director.

Step 2: If not resolved, families are asked to contact the Principal.

Step 3: If not resolved, families are asked to direct the complaint to the Governing Council.

Please email the school dl.0305_info@schools.sa.edu.au

Your email will then be forwarded to the chairperson of the Governing Council.

Step 4: If the situation is still not resolved at a local level, families can lodge a concern either by mail or by phone to the Department for Education Customer Service Unit 1800677435.

Roles and Responsibilities

The Director will ensure:

- The complaint policy is in the parent information booklet that is distributed on enrolment.
- That to whom complaints can be directed to is clearly on display.
- That they consider if the complaint has some merit and therefore how the site can improve.

Where a complaint is not resolved at the local level it will be directed to the principal and if not resolved the governing council. At each level the principal and or governing council will consider if the complaint has been handled impartially and resolved promptly.

All complaints lodged with principal and or governing council will be tabled at a school leadership meeting, if lodged with the principal) or if it progresses to governing council at a governing council meeting so that complaints are reviewed on an ongoing basis.

The Director must notify the regulatory authority of a complaint that alleges a serious incident has occurred or is occurring while a child is being educated and cared for by a service, or that the National Law and/or National Regulations have been contravened.

It requires that this notification is made to the relevant regulatory authority in writing, within 24 hours of the complaint alleging that a serious incident has occurred.

The Principal will also inform the Department for Education through the Critical Incident Management system IRMS.

Monitor, report and review

Author	School Principal Sharron Ward	March 2020
Recommended	OSHC Management Committee	April 2020
Approved	Governing Council	June 2020
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