

# BERMAGUI PRESCHOOL



## 1.09 Feedback, Grievances and Complaints

### Written By

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### Aim

To describe the steps taken by staff and families to resolve issues or complaints.

### Introduction

Our service values the feedback of children educators, staff, families and the wider community in helping to create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication through opportunities to respond and feedback on the program.

A component of this feedback is the ability to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement.

We will;

- Provide opportunities for consultation, evaluation and review of the service operation and delivery of the education and care program
- Develop a process for making and managing complaints
- Communicate the option and process of making a complaint
- Handle complaints diligently and confidentially
- Ensure children's rights and NSW child safe standards are upheld in regards to feedback, grievances and complaints.

### Strategies

#### Feedback

Communications will aim at all times to be open, honest and confidential.

Our service will offer a variety of ways to communicate and provide feedback including:

- Day Books
- Online communication platforms and social media
- Daily Program - will have a section dedicated to comments or feedback on the program and activities
- Interactions
- Formal feedback and comments
- Surveys
- Family meetings

With permission, educators may write comments on behalf of families to help with evaluations of the program and encourage further family input.

Families are provided the service's email address and phone details at orientation. Families will be encouraged to converse with educators at pick up and drop off times, and may email or call throughout the day.

Feedback from families is encouraged and educators and staff will take this feedback into account in ongoing planning and quality improvement.

Families will be informed as to how their feedback has contributed to improvements in the service through information notice board displays, emails, and/or newsletters.

## Complaints

The nominated Supervisor will:

- Develop a process for managing complaints. This process includes:
  - ❖ Receiving complaints;
  - ❖ Addressing and investigating complaints;
  - ❖ Documenting complaints.
- Communicate information on the process to families through enrolment and orientation processes and information.
- Provide contact details for putting forward a complaint.
- Ensure every complaint is managed and is an opportunity for quality improvement.
- Discuss the process for managing complaints with the educator and staff team.
- Provide or arrange training on complaints management.
- All grievances and complaints will be confidential to protect all involved.

### Level 1 – Informal Process – Grievance

- Families are encouraged to discuss any worries or concerns they may have with the staff at Bermagui Preschool. It is anticipated that most differences can be solved when both parties can sit and talk together about their concerns. From this ideas and solutions come from the parties involved which usually produces a good resolution.
- If the grievance is not resolved, an informal meeting will be held with relevant Bermagui Preschool staff and the parent/guardian to discuss and resolve the situation.
- A brief written record of the situation will be kept by Bermagui Preschool along with the outcome.

### Level 2 – Formal Process – Complaint

Level 2 occurs when no satisfactory outcome occurs from Level 1 process or the family wish for the matter to be made formal.

- The family will submit the complaint in writing to the Nominated Supervisor. The written complaint will then be forwarded to the chairperson of the Bermagui Preschool Board of Directors.
- The chairperson will contact both parties and obtain a brief outline of the complaint. The chairperson will arrange for a formal meeting with the family and Bermagui Preschool staff where all the issues will be discussed and a resolution made.
- If the grievance is not resolved, a meeting will be held with all Bermagui Preschool staff and the family to discuss and resolve the situation.
- If the complaint is unable to be resolved at this stage, the chairperson will call an extraordinary meeting of the board within three weeks of the date that the complaint was received. The board and both parties will attend the extraordinary meeting.
- Once the board meeting convenes both parties will present their sides of the complaint and the board will attempt to resolve the complaint.
- A written record of the situation and outcome will be made and kept on file at Bermagui Preschool.

### Information for Families

Families make a formal complaint about aspects of our service, no person will be disadvantaged in any way as a result of that complaint.

Complaints should be forwarded to:

Bermagui Preschool  
Nominated Supervisor  
27 Young Street,  
Bermagui NSW 2546

Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

Your complaint will be documented by an educator or staff member, and placed on the complaints register. The complaint will then be forwarded to the Nominated Supervisor and the Approved Provider (Chairperson of the Bermagui Preschool Board of Directors).

Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

The Department of Early Childhood Education and Care will be notified of any complaint made to the service alleging a breach of regulation within 24 hours of the complaint being made.

### **Information for Educators and Staff**

Please note - this is not a grievance procedure. Matters of staff grievance should be dealt with under a grievance policy relating to staff.

Educators and staff may make a formal complaint about aspects of our service and no person will be disadvantaged in any way as a result of that complaint.

Complaints should be forwarded to:

Bermagui Preschool  
Nominated Supervisor  
27 Young Street,  
Bermagui NSW 2546

Your complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

Your complaint will be documented, and placed on the complaints register. The complaint will then be forwarded on to the most appropriate person to investigate the complaint. This will include the Nominated Supervisor and the Approved Provider.

Actions to address the complaint will be determined. Once the outcomes or resolutions are agreed on, all persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint.

The Department of Early Childhood Education and Care will be notified of any complaint made to the service alleging a breach of regulation which alleges that the safety health or wellbeing of a child was or is affected, or that the service has broken the Education and Care Services National Law within 24 hours of the complaint being made.

### **Information for Children**

At Bermagui Preschool children will be given opportunity and a voice to provide feedback and state their grievances and/or complaints

Children's rights and child safe standards will inform feedback, grievances and complaints from children. This will include educators programming activities and opportunities to feel confident to voice their feedback, grievances and complaints.

Appropriate activities may include '3 safe people', 'good/bad secrets', and 'my body'. Ensure children are provided follow up on how their feedback, grievances and complaints have been dealt with.

Mandatory reporting procedures will be adhered to in regards to suspected cases where a child may be at risk.

### **Mediation**

If the complaint is not resolved by the above steps the board can elect for an independent mediator to resolve the dispute. All records and correspondence will be made available to the mediator. A meeting will be convened. The cost will be borne by Bermagui Preschool.

### **Evaluation**

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement.

Complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

### **Relevant Legislation**

Children (Education and Care Services National Law Application) Act 2010  
Education and Care Services National Regulations 2011

### **Resources & References**

Community Childcare Co-operative Policy Template  
NSW Child Safe Standards 2022  
United Nations Convention on the Rights of the Child (UNCROC) 1993  
4.18 Child Protection Policy

### **Relevant Documentation**

Complaints Register

### **Date Adopted:**

March 2023

### **Review Date:**

March 2026