

GUIDING PRINCIPAL COMPLAINTS MANAGEMENT

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY
QUALITY AREA 3: PHYSICAL ENVIROMENT
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND
COMMUNITIES
QUALITY AREA 7: GOVERNENCE AND LEADERSHIP

Introduction:

The primary objective of this document is to provide an effective and transparent system of receiving and resolving in a fair manner, complaints or disputes involving PCYC KidzCare delivery, standards and decision making relating to service or educators of PCYC KidzCare as made by parents and children who are part of the service.

Governance:

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.

Definition:

- Educators: Staff who hold qualifications in Children Services
- Staff: Staff who don't hold any qualifications in Children Services

Policy

Parent Complaint Procedure:

- Initial Contact
- Educators should identify themselves and affirm a person's right to lodge a complaint or dispute;
- Educators should not try to provide an excuse or become defensive when receiving the complaint;
- Educators should document the persons complaint for referral, and to ensure all aspects of the complaint are answered;
- Educators should confirm the details of the complaint with the person after he/she has lodged the complaint by orally repeating the details taken;
- Educators should identify and document what the complainant hopes the outcome of the complaint should be.
- Depending on the nature and level of seriousness, the complaint may be dealt with by an educator, the Coordinator/Manager of the service, or the Regional Support Officers or NSW State Manager
- The person dealing with the complaint should interview the complainant, take all relevant details and inform the complainant they will follow up the complaint and report back to them.
- The Service Coordinator should be notified if not already involved.
- When an investigation has taken place and a possible solution identified, this should be discussed with all parties.
- The person dealing with the complaint must keep written records and advise both parties of the solution in writing.
- The parties involved should be informed of other avenues if they are not satisfied with the decision, e.g. Club Manager, Zone Commander, Regional General Manager or Chief Executive Officer.
- If the person wishes to lodge a formal complaint, they should be encouraged either to submit the complaint in writing or by email, and addressed to the PCYC- Out of School Hours State Manager
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

Child Complaint Procedure

- Children are informed that educators are always available to listen to and respond as necessary to any issue the children may be experiencing whilst attending a KidzCare service.
- Educators will take all matters seriously and provide the same level of confidentiality as any other grievance.
- Children's concerns will be treated with respect and dignity.
- Complaints by children will generally be verbal. Educators should document, and must respond appropriately to any concerns regarding safety or inappropriate behaviour.

Date Approved: March 2018

Review Date: March 2020

Documents Considered:

Education and Care Services National Law 2010

Education and Care Services National Regulations 2010 and 2014 Update (r168)

National Quality Standards (7.3)

My Time, Our Place - A Framework for School Age Care in Australia

Parent Handbook

Staff Handbook

Providing a Child Safe Environment Policy

Community Services Complaints, Appeals and Monitoring Act, 1994