

# **GREIVANCES AND COMPLAINTS** **POLICY**



## **POLICY STATEMENT**

We recognise that parents/carers may have concerns over their child's care or the implementation of the policies or procedures of Reid Early Childhood Centre. The purpose of this policy is to make sure that parents have a procedure they can follow to discuss and resolve their concerns.

This policy is a requirement of the Education and Care Services National Regulations 2011 under the Education and Care Services National Law (ACT) Act 2011 that require the Centre to maintain a policy about dealing with complaints [Regulation 168(2)(o)].

## **IMPLEMENTATION**

- Parents/carers with an issue or concern are encouraged to approach their child's Room Leader in the first instance.
- If the Room Leader is unable to resolve the issue to the satisfaction of the parent/carer, or the parent/carer is not comfortable raising the issue with the Room Leader, then the matter should be taken to the Director.
- The Director is required to respond in a discreet, effective and timely manner.
- If the matter relates to allegations that a child's health, safety or wellbeing has been compromised, or that licensing requirements have been contravened, the Management Committee and the ACT Government Children's Policy and Regulation Unit will be informed within 24 hours.
- The Director may refer any concern or complaint to the Management Committee, particularly where the issue relates to the implementation of a RECC policy or procedure.
- If the parent/carer is not satisfied with the response of the Director, or is not comfortable raising the issue with the Director, then the matter should be taken to the President of the Management Committee.
- The President of the Management Committee, or a nominated committee member without any potential conflict of interest, will investigate the matter in a discreet and timely manner and provide a written report based on tangible and relevant evidence to the executive of the Management Committee and the Director.
- The executive of the Management Committee and the Director will consider the report and communicate the agreed actions to the parent/carer that raised the concern.

## Grievances and Complaints Policy

### **CONTACT DETAILS FOR RAISING ISSUES/CONCERNS**

The Director of the Centre can be contacted on ph: 6230 5660 or [director@recc.com.au](mailto:director@recc.com.au).

The President of the Management Committee can be contacted on [president@recc.com.au](mailto:president@recc.com.au)

The Children's Policy and Regulation Unit can be contacted on ph: 6207 1114 or [OCYFSCchildrenservices@act.gov.au](mailto:OCYFSCchildrenservices@act.gov.au)

### **RELATED POLICIES:**

Behaviour Guidance and Management Policy

Incident reports, investigation and notification Policy

Partnership with Families Policy

### **SOURCES:**

Education and Care Services National Law (ACT) Act 2011

Education and Care Services National Regulations 2011