

## FAMILIES - COMPLAINTS

### POLICY

The Co-ordination Unit believes that in the interest of quality improvement it is essential that parents feel able to raise any issues or concerns with the Unit, and that they will be dealt with at an appropriate level, in a timely manner.

#### Informal Complaints

Verbal complaints relating to Educators, Co-ordination Unit, children's needs and/or other areas may be made to the Co-ordinator and will be dealt with, informally.

#### Formal Complaints

1. All formal complaints must be made in writing, signed and directed to the Management Committee of the Family Day Care Scheme.
2. Complaints will be treated as confidential.
3. All complaints will be handled by authorised personnel and a record of interview completed.
4. Both parties (ie. complainant and authorised personnel) must sign the interview records and both parties will be informed of the outcome in writing.
5. Any complaints about the system will be dealt with by the Co-ordinator in consultation with the Management Committee. This system will be reviewed on its effectiveness as the complaints arise.
6. Parents may also submit a formal complaint to DEECD.

### PROCEDURE

1. **Immediate resolution where possible** - Parents are encouraged to bring complaints to their Educator or the Coordination Unit staff's attention as soon as they feel unhappy. The Educator or Coordinator will try to resolve the matter at the time.
2. **Written complaint to the Coordinator//Management Committee** - Where the complaint cannot be resolved at the time, the person making the complaint can make a written complaint to the Coordinator. Written complaints should be placed in a sealed envelope addressed to the Coordinator.  
*Procedure for investigation* - In response to service complaints:
  - 2.1. the Coordinator will acknowledge in writing receipt of the complaint within seven days.
  - 2.2. the Coordinator will inform the Chairperson of the Committee of the complaint.
  - 2.3. the Coordinator and Chairperson will investigate the complaint by meeting with those involved within 14 days of receiving it.
  - 2.4. The minutes of any meeting will be recorded and a copy provided to the person who complained.
3. **Written complaint to the Complaints Committee** - If the problem is not able to be resolved or if the complaint involves the Coordinator, the complaint will be referred to the Complaints Committee. This committee is made up of a Management Committee member, a parent and a senior member of staff (not a person who is the subject of the complaint).  
In response to this complaint, the Complaints Committee will:
  - 3.1. acknowledge in writing receipt of the complaint within seven days.
  - 3.2. inform the Management Committee of the complaint.
  - 3.3. investigate the complaint by meeting with those involved within 21 days of receiving it.
  - 3.4. record the minutes of any meeting and provide a copy to the person who complained.
4. **Complaint to the Department of Education & Early Childhood Development (DEECD)** - If the problem is not able to be resolved the complaint will be referred to the DEECD. Parents can at any point in the process contact DEECD directly to complain or ask for advice.

Source: Mt Alexander FDC handbook  
National Law, Regulations and Standards (ACECQA 2011) 168(2)(0)

Reviewed September 2005, October 2008, July 2009, July 2012