	Young Einstein Discovery Preschool	Document Owner:	Service Provider
		Revision Period:	1 year
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YEDP_Dealing with Complaints_Policy and Procedures			

Dealing with Complaints Policy and Procedures

Rev	Date	Revision Details	By
A0	03/06/2022	Initial Draft	MP
A1	10/02/2023	Reviewed Policy and Procedures	MP

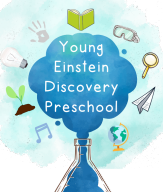

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Policy Statement


Our goal is to continually improve the quality of our service. We value any feedback provided by families/guardians, staff, and the community. The preschool aims to work in partnerships and to practice good communication. We will always provide opportunities to solve any complaints promptly and in a positive and professional manner.

Background

The Education and Care Services National Law and Regulations require approved providers to ensure their services have policies and procedures in place for dealing with complaints. Our ***Dealing with complaints policy*** means our families, staff and community can be confident that complaints and grievances are taken seriously and addressed effectively.

Legislative requirements

Section/Regulation	Description
Section 172	Offence to fail to display prescribed information
Section 174	Offence to fail to notify certain information to Regulatory Authority
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 173	Prescribed information to be displayed
Regulation 176	Time to notify certain information to Regulatory Authority

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Related Policies

Document Name	Title
YEDP_Incident, Injury, Trauma and Illness_Policy and Procedures	Incident, injury, trauma and illness
YEDP_Providing a Child Safe Environment_Policy and Procedures	Providing a child safe environment
YEDP_Staffing_Policy and Procedures	Staffing
YEDP_Interactions with Children_Policy and Procedures	Interactions with children
YEDP_Enrolment and Orientation_Policy and Procedures	Enrolment and orientation
YEDP_Governance and Management_Policy and Procedures	Governance and management

Purpose

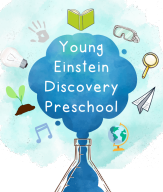
We aim to ensure that all complaints are managed promptly, professionally and in accordance with the law and regulations.

Scope

This policy applies to children, families/guardians, staff, students, volunteers, and visitors of the Service

Procedures

Our Service will ensure we comply with the current Education and Care Services National Regulations, which require the following actions:

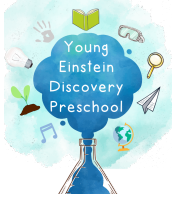
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Community Complaints:

- Complaints relating to the community will aim to be resolved through written communication, verbal discussions and meetings with all persons, parties involved
- Legal advice will be sought, and legal professionals may be appointed
- All matters, discussions, meetings will be documented
- The relevant parties will be informed
- The Department will be informed where regulations stipulate

Family/Guardian Complaints

- If a parent/guardian has a complaint either involving their individual child or the preschool, they should, in the first instance raise the complaint with management who will attempt to resolve the complaint
- A complaint relating to an individual child should be discussed between the parent/carer, management and any staff that are related to the complaint
- A suitable time will be arranged for the meeting and minutes will be recorded
- For some complaints, parents/guardian may be asked to lodge their complaint in writing for record purposes
- Complaints will be treated within a reasonable timeframe and parents/guardian will be kept informed of the outcome of the complaint
- Complaints are confidential to the involved parties, regulatory authority, and any involved professionals
- In the instance matters cannot be resolved, the regulatory authority will be informed, and their advice will be followed. Outside professional advice may be appointed.
- Young Einstein Discovery Preschool where required may appoint a lawyer to protect the rights of the Preschool

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- If a lawyer is appointed, Young Einstein Discovery Preschool will pass on evidence of all the documents relating to the complaint to the legal authority
- Parent/Carers have the right to directly contact the regulatory authority

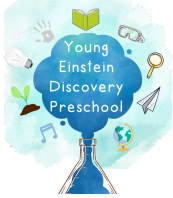
Staff Complaints

Refer to staffing policy – YEDP_Staffing_Policy and Procedures

Policies and procedures must be followed by all preschool users. All parents/guardians and staff members are supplied with a link to our preschool Google Drive Policies and Procedures and these documents are always available to all preschool users. All parents/guardians and staff will be notified with 14 days notice should any policies or procedures be amended or put in place. There is an on-going process in place for reviewing, monitoring, and updating policies and procedures.

Rolls And Responsibilities

<p>Approved Provider</p>	<ul style="list-style-type: none"> ● ensure that obligations under the Education and Care Services National Law and National Regulations are met ● ensure the name and contact number of the person to whom complaints can be made is clearly displayed at the service (and FDC residence or approved venue, if applicable) ● ensure that the regulatory authority is notified in writing within 24 hours of any complaints alleging that a serious incident has occurred at the service or that the Education and Care Services National Law has been breached ● discuss the complaint with the complainant and make notes from the meeting or discussion ● take reasonable steps to ensure that nominated supervisors, educators and staff follow the <i>Dealing with complaints policy and procedures</i> ● ensure that copies of the policy and procedures are readily accessible to nominated supervisors, co-ordinators, educators and staff, and available for inspection ● notify families at least 14 days before changing the policy or procedures if the changes will: affect the fees charged or the way they are collected or
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	<p>significantly impact the service’s education and care of children or significantly impact the family’s ability to utilise the service</p> <ul style="list-style-type: none"> regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly ensure that complaints result in reviews of relevant policies, procedures and practices.
Nominated Supervisor	<ul style="list-style-type: none"> ensure that regulatory obligations are met in relation to dealing with complaints implement procedures for dealing with complaints inform families and the broader service community of the <i>Dealing with complaints policy and procedures</i> discuss the complaint with the complainant ensure the approved provider is aware of the complaint, if it is a notifiable complaint, or if a complaint cannot be resolved ensure the complaint is documented work cooperatively with the approved provider, educators, staff and/or the complainant during the investigation or resolution of a complaint regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly ensure that complaints result in reviews of relevant policies, procedures and practices.
Educators and staff	<ul style="list-style-type: none"> understand and implement the <i>Dealing with complaints policy and procedures</i> report all complaints received to the nominated supervisor and/or approved provider promptly so timeframes can be adhered to support the nominated supervisor and approved provider in the investigation and/or resolution of complaints.
Families	<ul style="list-style-type: none"> be familiar with and follow the <i>Dealing with complaints policy and procedures</i> raise any issues or complaints in line with the policy and procedures cooperate with service representatives dealing with complaints.