

## **A-11: COMPLAINTS PROCEDURES**

### **POLICY STATEMENT**

We believe that parents have an important role in the centre and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the centre, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

### **CONSIDERATIONS**

Community Services Complaints, Appeals and Monitoring Act, 1994

OSCHQA Area 8

### **PROCEDURE**

- The centre promotes a positive environment for all staff, families and the management committee. We will do this through addressing all work related problems, complaints or concerns as quickly and effectively as possible. The highest standards of confidentiality will be practised at all times.
- Parent grievance's are to be raised in the first instance with the Co-ordinator or Director.
- We will support parent's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.
- We encourage parents to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.
- If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Parent Management Committee, either in writing or verbally.
- The Management Committee will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organised with the Coordinator and parent to resolve the problem.
- The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- The Coordinator or Management will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.
- This could be done verbally or if the issue has been dealt with on a more formal basis then the committee or Coordinator will write personally to the parent.
- If any complaint cannot be resolved internally to the stakeholder's satisfaction, external options will be offered such as an unbiased third party.
- For further information please refer to the Complaints & Grievances Policies on the centre's website.

Date Endorsed: Aug 2010

Date for Review and Evaluation: Aug 2011