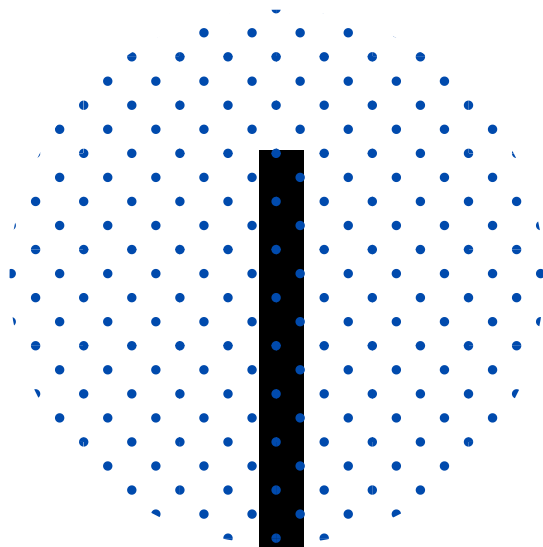




FAMILY GRIEVANCE PROCEDURES POLICY



Kelvin Grove OSHC

9.5 Family Grievance Procedures

Policy Statement

To ensure service provision is in keeping with these policies and procedures and other applicable requirements, **Kelvin Grove State College Outside School Hours Care** invites comments and complaints from children, parents/guardians, employees and the community. The service respects and considers all complaints, which require a resolution seriously, and attempts to find a satisfactory resolution wherever possible.



Relevant Laws and other Provisions

The laws and other provisions affecting this policy include:

- Education and Care Services National Law Act 2010 and Regulations 2011
- Privacy Act 1988 and Regulations 2013
- **National Quality Standard Area:** 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2; 7.3
- **Policies:** 8.6 – Employee and Volunteer Grievance, 9.3 – Communication with Families, 9.4 – Communication with Community, 9.8 – Parent Conduct, 10.8 – Information Handling (Privacy and Confidentiality)



Procedures

In the first instance, all comments, comments and/or complaints shall be directed to the Coordinator. However the complainant will have direct access to the Approved Provider, and the Coordinator will permit and if appropriate, encourage the complainant to do so, if:

- The complaint is about the conduct of the Coordinator;
- The complainant is not comfortable to take the complaint to the Coordinator;
- The complainant is not satisfied with the Coordinator's handling of the complaint; and/or
- The complaint is about a matter of management and administration policy.

For this purpose, parents and others will be kept informed of the current contact details of the Approved Provider (or representative of). This information will be made available immediately on request, displayed in the service premises as to be clearly visible from the main entrance and included in the Family Handbook.

Using the Complaint Record Form, a record will be kept detailing the complaint, any relevant discussions, the steps identified to be taken to resolve the issue, and collaborative reviews of the outcome/s. Both the Coordinator/Approved Provider and the complainant should sign this form with a copy provided to the complainant on request.

The Coordinator will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant. Discussions with the complainant are not to be conducted in presence of the children, other employees or parents, and heated discussions are to be avoided as far as possible.

To protect the privacy of all individuals, and encourage openness and honesty in the handling of complaints, the complaints record form is a confidential document, which will not be accessible to any person, provided that the Director will provide copies of relevant entries only to a complainant on request.

Any matters of complaint can be referred to the service Approved Provider or the relevant Regulatory Authority for further guidance and/or assistance.

Service information

Primary Service Contact

Rebekah Goodie
Service Coordinator / Nominated Supervisor

P: (07) 3352 6007
E: coordinator.kgoshc@gmail.com



If you would like further support or information, or you would like the matter taken further, please contact:



Approved Provider Contact

Grant Asser
Kelvin Grove State College P&C Association

E: kgscpcpresident@gmail.com



If you would like further support or information, or you would like the matter taken further, please contact:



Regulatory Authority Contact

Department of Education
Metro City: Early Childhood Education and Care

P: (07) 3028 8064
E: metrocity.ecec@qed.qld.gov.au

Revisions

September 2009	Date of Development
May 2019	Approved by P&C Executive Committee
May 2020	Approved by P&C Executive Committee
Date for Review	May 2021 (or as required)

9.5.2

Kelvin Grove State College Outside School Hours Care Complaints Management Flowchart

	Serious	Moderate	Minor
Assess	e.g. alleging the safety, health or wellbeing of a child was or is being compromised; the law has been breached; risk to health, safety and wellbeing of child circumstance.	e.g. the service has made a commitment to provide a service to families such as homework supervision, the service has not been provided and the family is making a complaint	e.g. the service has incorrectly charged a family for a session of care and accounts are typically correct
Consult	Consult relevant service policy and procedure (9.5 Complaints Handling) Refer the complainant to the service policy and the appropriate person in the organisation to receive the complaint	Consult relevant service policy and procedure (9.5 Complaints Handling)	Consult relevant service policy and procedure (9.5 Complaints Handling)
Report	Immediately to: Nominated Supervisor Approved Provider	Immediately to: Nominated Supervisor Approved Provider	As soon as practical to: Nominated Supervisor Approved Provider
Documentation	<i>Complete relevant service records</i>	<i>Complete relevant service records</i>	<i>Make a confidential note in an appropriate file</i>
Respond	Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence Notify Regulatory Authority (NLO1)	Within 24 hours to the complainant a formal acknowledgement of complaint articulating the actions that will be taken to remedy the situation and minimise re-occurrence	As soon as possible to the complainant notifying of the response and remedy
Reflect	Reflect on the steps taken above and identify aspects of service delivery that may have contributed to the complaint and ways in which these can be minimised	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified	Reflect on the steps taken above and identify aspects that were effective and also where opportunities for improvement have been identified
Improve	Take immediate action to minimise the circumstances leading to the serious complaint from re-occurrence	Take action to improve areas identified and make records of those actions on the service's quality improvement plan	Take action to improve areas identified and make records of those actions on the service's quality improvement plan