

## Grievances and Complaints- Families 7.4

Mackinnon Parade Children's Centre (MPCC) is committed to ensuring that all grievances and complaints are taken seriously and are dealt with fairly and in accordance with the law. All clients are entitled to express a complaint, and to have the complaint examined and resolved in an effective and timely manner.

In resolving complaints MPCC will respect the rights of all parties to:

- An impartial and proper investigation
- Full information on their rights and options
- Confidentiality
- Fair and unbiased representation, including the use of an advocate and/or interpreter if desired

### Policy Definitions:

- Complaint: An expression of dissatisfaction with the Organisation's policies, procedures, employees or quality of service provided.
- Complainant: The person who has made the complaint.
- Respondent: The person the complaint has been made about.

### Procedures

#### 1. Grievances

- a. MPCC encourages its clients to discuss any concerns regarding general care and educational practices with the relevant child's educator.
- b. Where possible clients must discuss any other concern or grievance with the person directly involved to accomplish an immediate resolution.
- c. If, having attempted to resolve a concern or grievance in accordance with paragraph (a) or (b) above, a client is unable to resolve the concern or grievance to his/her complete satisfaction, the client must follow the procedure in paragraph 2 below

#### 2. Complaints

- a. MPCC encourages its clients to address any Complaints to the person directly involved with a view to an immediate resolution.
- b. If, having attempted to resolve a Complaint in accordance with paragraph (a) above, a Complainant is not able to resolve the matter to his/her complete satisfaction, the Complaint is to be escalated to the Respondent's supervisor to investigate and resolve.
- c. If the matter is ultimately escalated to the Director and the Director is not able to resolve the issue to the complete satisfaction of the Complainant, the Director must refer the matter to the Chairperson of the Board via [chairperson@mackinnonchild.org.au](mailto:chairperson@mackinnonchild.org.au).
- d. If the Complaint relates to the conduct of the Director, the Complainant should refer the matter to the Chairperson of the Board via [chairperson@mackinnonchild.org.au](mailto:chairperson@mackinnonchild.org.au)
- e. If the Complaint is unable to be resolved by the Board, the Complainant should be advised of their right to access the following organisation; Education and Early Childhood Services Registration and Standards Board of South Australia. 1800 882 413 or [www.eecrsb.sa.gov.au](http://www.eecrsb.sa.gov.au)
- f. Any complaint alleging that a serious incident has occurred or is occurring at Mackinnon Parade Children's Centre, or the National Law has been contravened will also be notified to the Regulatory Authority in line with Section 174(2)(b) Regulation 12, within 24 hours of receipt of the complaint.

#### 3. The Board

In addition to all matters referred to in paragraph 2(c) above, the Director will advise the Board of any Complaints relating to breaches of law or misconduct and involve the Board in their resolution.

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4. Confidentiality

To protect confidentiality and privacy, employees involved in handling Complaints must ensure information is disclosed only to those who genuinely need to know in order to investigate/resolve the Complaint, or as otherwise required by law.

5. Victimisation

Complainants will not be disadvantaged or victimised as a consequence of raising a grievance or Complaint.

6. Documenting the Complaint

On receipt of a Complaint the person taking the Complaint will:

- Document all details of the Complaint.
- Agree on an acceptable timeframe for resolution of the Complaint with the relevant parties.
- Response will be issued in writing to the complainant within the agreed timeframe.

7. Investigating the Complaint

The person investigating a Complaint (either the Team Leader and/or The Director) will, subject to paragraph 4:

- Advise any persons involved in the detail of the Complaint within 2 working days of receiving the Complaint.
- Provide the Respondent with the opportunity to respond to the Complaint and note the response on file.
- Informally discuss with all parties potential options for resolution.
- Inform the Complainant of the progress of the Complaint.
- Ensure all parties are agreeable and kept informed of progress if the initial timeframe cannot be met.
- Record any verbal discussions or written correspondence between parties.

8. Resolution

All parties will be advised of the outcome of the investigation, and any follow up action.

If the Director and/or the Board concludes that breaches of employment conditions or regulations have occurred, formal disciplinary action will be taken.

See *Discipline Policy – Employee*

9. Evaluation:

Subject to paragraph 4, the resolution is to be documented to enable process review and evaluation which may lead to an improvement of Policy and procedures where appropriate.

The Director will advise Educators and other employees of any recommendations for change of Policy and procedures.

**Forms and Resources;**

Nil

**Authorisation:**

The Board September 2022

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### References:

#### National Quality Standards (NQS)

| Standard 7.1       | Governance |   |
|--------------------|------------|---|
| Management systems | 7.1.2      | Systems are in place to manage risk and enable the effective management and operation of a quality service. |

#### National Law and National Regulations

|                |   |       |
|----------------|---|-------|
| Section 174    | Offence to fail to notify certain information to Regulatory Authority | 7.1.2 |
| Regulation 173 | Prescribed information to be displayed                                | 7.1.2 |
| Regulation 174 | Time to notify certain information to Regulatory Authority            | 7.1.2 |

### Review

*This policy will be reviewed annually.*

*Version 5 revised August 2022*

*Originally created December 2013 / January 2014 / February 2015/ June 2016/ July 2017*