

### **Policy 3.7**

## **PARENT FEEDBACK / COMPLAINTS/GRIEVANCE PROCEDURE**

### **POLICY**

The Centre actively seeks feedback from parents, both positive and negative. Below is an outline of formal and informal ways to feedback information to management from a parent's point of view. Room and Office Staff and the Centre Owners seek open communication with Families and welcome feedback and complaints and airing of grievances and concerns so that we can agree on a course of action to resolve these issues and restore a positive happy environment for all.

We have a process in place to ensure all grievances and complaints are addressed, investigated fairly & documented in a timely manner.

In addition, the Centre understands its responsibility to report to the Regulatory Authority any complaints which allege a breach of the legislation or which allege a safety, health or wellbeing of a child being compromised.

The name and phone number of the person who can be contacted to receive a complaint is displayed in the main foyer.

Also displayed in the main foyer is the contact detail for the Regulatory Authority

If a parent is unhappy with aspects of our service, and it cannot be resolved by informal discussions he or she should follow the Grievance Procedure and complete the form displayed in the foyer.

### **PROCEDURES**

#### **Informal Feedback**

All members of our staff and the management team are happy to receive comments from parents on aspects of our service.

There is space on the weekly room programmes for parents to write comments. There are suggestion boxes in the foyers. We are happy to receive written comments at all times.

Any negative feedback will be discussed with the parent making the comments, and we will devise an action plan to address the issues. Parents will be followed up, after the action plan has been put in place, to see if the issue is resolved.

#### **Grievance Procedures**

If a grievance arises which cannot be resolved by the above method, the Director or person in charge should be notified.

Parents are asked to fill in a Grievance Report. Management will discuss the issue with the parent, other relevant staff or other person/s involved. See page 3 for a copy of this form.

To assist with resolving the grievance the following guidelines are offered –

- Clarify and state the problem simply
- Attack the problem, not the person
- Suggest ways to resolve the problem

Meetings with relevant parties will be convened, and all relevant information gathered. We will at all times aim for a satisfactory outcome for all parties.

An external review process can be made available if requested. For example, Network SA would provide a counsellor, or another organisation may be used if this is satisfactory to both parties.

Management will document and track all complaints, grievances, and their outcomes, and analyse them to identify possible patterns. This information may then be used to inform future Policy and Procedure changes.

#### *References*

<i>Guide to the National Law:</i>	<i>Sections 172, 174</i>
<i>Guide to National Regulations:</i>	<i>Regulations 168, 173, 174 176</i>
<i>National Quality Framework:</i>	<i>7.3.3, 7.3.4</i>

*Previous update October 2010*

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