

Policy statement.

We believe that parents and children have an important role in the Centre and we value their comments. We aim to ensure that parents and children 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.

Procedure.

- * We will support parent's and children'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 that the parent or child thinks is unfair or which makes them unhappy with the Centre.
- * Every parent and child will be provided with clear written guidelines detailing the grievance procedure, in the information booklet.
- * Name and contact address where complaints can be forwarded to will also be displayed at the Centre.
- * All confidential conversations with parents and children will take place in a quiet place away from children, parents or staff not involved.
- * If a parent or child has a complaint or comment about the Centre, they will be encouraged to talk to the Supervisor or 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 Chairperson or liaison person of the Management Committee, either in writing or verbally. (child complaint that get to this level must be dealt with by the child's parent, children will not be able to contact the committee members.)
- * 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 or child's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.
- * The supervisor, Coordinator or Management Committee 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 parents satisfaction, external options will be offered such as an unbiased third party.
- * Parents are at no time to approach or reprimand another child who is in the care of the Centre. All complaints and relevant issues are to be addressed to the centre Supervisor or Coordinator.
- * Parents must not use offensive language or actions whilst at the Centre or on School grounds.

Reviewed and updated by committee on 31st March 2010