

Complaints and Grievance Policy/Procedure

This procedure **MUST** be read in conjunction *with Uniting Feedback Policy*.

[Policy Link](#)

Purpose

The effective management of complaints and grievances recognises that complaints are an opportunity for critical reflection and can drive quality improvements. The purpose of this document is to provide a process for addressing a complaint made towards a Uniting education and care service or the individual conduct and behaviour of Uniting Early Learning staff, and educators.

It is to be noted that this procedure does not address complaints relating to staff grievances or employment matters. The relevant awards provide information on the management of such issues.

Background

A **complaint** is defined as an issue of a minor nature that can be resolved promptly or within 24 hours, and does not require a detailed investigation. Complaints include an expression of concern, dissatisfaction, unmet expectation, or frustration by, parents or internal/external stakeholder, and any verbal or written complaint directly related to the service.

A **notifiable complaint** is a complaint that alleges:

- the safety, health or wellbeing of a child or children was or is being compromised while being educated and cared for by the approved education and care service; or
- the contravention of an Act or Regulation has occurred.

Notifiable complaints must be investigated and reported to the Approved Provider. Some notifiable complaints will be reported to the regulatory authority by the Approved Provider in writing within 24 hours of the complaint.

A **grievance** is a formal statement (written or verbal) that cannot be addressed immediately and involves matters of a more serious nature, e.g. the service is in breach of a procedure/regulation or child protection issues.

DOCUMENT TITLE & NUMBER	COMPLAINTS AND GRIEVANCE PROCEDURE-(Level 3)			
Content Owner	Uniting Early Learning – Executive Officer			Page 1 of 3
Document Author	EL-SE - Area Manager	Document Version	V 5.0	Procedure No. 013
Date Published	10/06/2019	Revision Due Date	10/06/2020	

Printed hard copies of this document are considered uncontrolled.

Please refer to the Uniting Intranet/Document Management System for the latest version.

Current Environmental Context

Uniting Early Learning is required under legislation to develop a complaint/grievance policy and procedure. This process, at the same time, will be consistent with the organisational wide procedure and practice in relation to complaint/feedback management.

If anyone has a concern, problem or complaint regarding the care, protection or safety of a child/ren, they should speak with an educator from the child's room in the first instance. In most cases, the complaint will be resolved without delay. For issues not resolved at this level, the complaint will be discussed between the parent, the service's Responsible person and the educator, where appropriate. For complaints not resolved at this level a grievance procedure will be adopted.

Once identified, a grievance in the first instance will be discussed between the parent, Responsible person and Service Coordinator. If the concern is not able to be resolved at this level, the grievance will be escalated to the Area Manager for resolution. If concerns still exist, contact with the regulatory authority can be made.

Early Learning Attachment and forms

Attachment 13a: Responsibilities relating to the Complaints and Grievances procedure

Attachment 13b: Complaint and grievance procedure

Attachment 13c: Notifiable Complaint /Grievance reporting process overview

Attachment 13d: Investigation Process

Form No: 13.1: Complaints and Grievances Register template [\(Link to form\)](#)

Form No: 13.2: Complaint & Grievance feedback form

Form No: 13.2: Compliments, Complaints or concerns

DOCUMENT TITLE & NUMBER	COMPLAINTS AND GRIEVANCE PROCEDURE-(Level 3)		
Content Owner	Uniting Early Learning – Executive Officer		Page 2 of 3
Document Author	EL – SE Area Manager	Document Version	V 5.0
Date Published	10/06/2019	Revision Due Date	10/06/2020
			Procedure No. 013

Printed hard copies of this document are considered uncontrolled.

Please refer to the Uniting Intranet/Document Management System for the latest version.

Early Learning Reference/Sources

This procedure should be read in conjunction with

Keeping Children Safe Procedure of the Uniting Church in Australia Synod of Victoria and Tasmania, (approved May 2017)

- *Code of Conduct* Policy
- *Incident, Injury, Trauma and Illness* Policy
- *Inclusion and Diversity* Policy
- *Access & Equity* Policy
- *Interactions with Children* Policy
- *Privacy and Confidentiality* Policy
- *Staffing* Policy
- *Charter of Human Rights and Responsibilities Act 2006* (Vic)
- *Children's Services Regulations 2009*. Regulation 105
- *Department of Education and Training – Regional Office details are available under 'Contact Us' on the website: www.education.vic.gov.au*
- *Education and Care Services National Law Act 2010*. Section 174(2)(b)
- *Education and Care Services National Regulations 2011*: Regulations 168(2)(o), 170-172, 173(2)(b), 181
- *Kindergarten Funding Guide* Department of Education and Training 2016 (Vic) [Link here](#)
- *National Quality Standard*, Quality Area 7: Leadership and Service Management
- *National Quality Standard. Information Sheet Quality Area 7 Using Complaints to Support Continuous Improvement*. Australian Children's Education & Care Quality Authority, Feb 2018.
- *Tasmanian Licensing Standards for Centre Based Child Care Class 5 2014*. Standard 16 c) (iv).

Authorisation

This procedure was adopted by Uniting Early Learning on: 10/06/2019

Review

This procedure is to be reviewed by: 10/06/2020

Procedure Owner (Level 3)

Early Learning Executive Officer

DOCUMENT TITLE & NUMBER	COMPLAINTS AND GRIEVANCE PROCEDURE-(Level 3)		
Content Owner	Uniting Early Learning – Executive Officer		Page 3 of 3
Document Author	EL – SE Area Manager	Document Version	V 5.0
Date Published	10/06/2019	Revision Due Date	10/06/2020
			Procedure No. 013