

CEEC FC POL COMPLAINT MANAGEMENT POLICY

Policy Domain	FAMILIES AND COMMUNITIES
Document type	POLICY
Applicable to	CATHOLIC EARLY EDCARE
Version	0.3
Date approved	12/11/2019
Approved by	DIRECTOR, CATHOLIC EARLY EDCARE
Review date	12/11/2021
Policy Sponsor	FAMILIES AND COMMUNITIES
Related policy documents	Archdiocese Of Brisbane Health And Safety Policy Centacare First Aid Procedure CEEC HS POL Incident And Investigation Policy CEEC HS PRO Incident And Investigation Procedure CEEC CH POL Medical Condition Policy
Related legislation	Education And Care Services National Law (QLD) Act 2011 Education And Care Services National Regulations 2011 Education And Care Services National Amendment Regulations 2017 Guide To The National Quality Framework

PURPOSE

Catholic Early EdCare (CEEC), a Directorate of Centacare under the Corporation of Trustees of the Roman Catholic Archdiocese of Brisbane is committed to the development of respectful and collaborative relationships with Parent/Carers and the provision of a clear process for the management of complaints received from Parents/Carers.

SCOPE

This policy applies to staff as defined in the Education and Care Services National Law.

1. POLICY STATEMENT

- 1.1 Catholic Early EdCare have developed this policy to comply with Division 2 Policies and procedures Section 168 Education and care service must have policies and procedures (2) (o) dealing with complaints.
- 1.2 This policy has also been developed to comply with National Quality Area 7.
- 1.3 This policy does not relate to internal complaints from staff or internal grievances.
- 1.4 Catholic Early EdCare will classify complaints as being either informal and/or formal complaints.
- 1.5 Complaints can be relayed verbally or communicated in writing by a Parent/Carer.

- 1.6 If a complaint is received verbally by a Service staff member/Area Manager that meets the criteria of a NL01 submission (and is therefore considered 'formal') the Parent/Carer should be requested to provide the complaint in writing. However there is no requirement for a Parent/Carer to provide a complaint in writing, nor can Catholic Early EdCare insist on the complaint being provided in writing.

2. INFORMAL COMPLAINTS

- 2.1 Informal complaints are complaints that –
- Do not meet the requirements for an NL01 submission to ACECQA
 - Complaints that can be resolved quickly and easily by a Service staff member and/or Area Manager

3. FORMAL COMPLAINTS

- 3.1 A formal complaint is one which includes the following NL01 (Notification of Complaints, Incidents and Additional Child in an Emergency) criteria –
- Complaints that alleges a serious incident has occurred or is occurring
 - Complaints alleging that the National Law or National Regulations has been contravened
- 3.2 All formal complaints received by a Catholic Early EdCare Service are to be brought to the attention of the relevant Area Manager as soon as reasonably practicable following receipt of the complaint.
- 3.3 Area Managers are required to complete an assessment of the complaint and seek advice from the relevant Line Manager as required. Area Managers are also required to ensure all relevant information relating to the complaint is compiled and provided via email to cccs.whs@bne.centacare.net.au for lodgement.
- 3.4 The reporting of NL01 complaints to ACECQA will be completed online, as per delegations from the Director, Catholic Early EdCare.
- 3.5 The NL01 receipt and any correspondence relating to a complaint for a NL01 submission are to be provided to the relevant Line Manager, and the relevant Area Manager.
- 3.6 As per reporting timeframes any complaint alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened must be reported within 24 hours of the complaint.

4. SERVICE REQUIREMENTS

- 4.1 To comply with this policy, Services are required to –
- Ensure that a name and phone number of the person who can be contacted to receive a complaint is displayed within a Service in accordance with the requirements for prescribed

information to be displayed (National Law, section 172; National Regulations, Regulation 173)

- Adhere to Quality Area 6 – Collaborative partnerships with families and communities and Standard 6.1 – Respectful and supportive relationships with families are developed and maintained. The aim of Quality Area 6 under the National Quality Standard is to recognise that collaborative relationships with families are fundamental to achieving quality outcomes for children and that community partnerships that are based on active communication, consultation and collaboration are also essential
- Respond appropriately to complaints raised by Parents/Carers in accordance with the Vision, Mission and Value of Catholic Early EdCare
- Respect the rights of Parents/Carer to register complaints
- Respect the dignity and privacy of all parties involved in the complaint resolution process
- Ensure confidentiality relating to complaints
- Provide Parents/Carers upon enrolment and when requested with information on the Catholic Early EdCare complaint resolution process

5. STAFF MEMBER REQUIREMENTS

5.1 To comply with this policy, Staff members are required to-

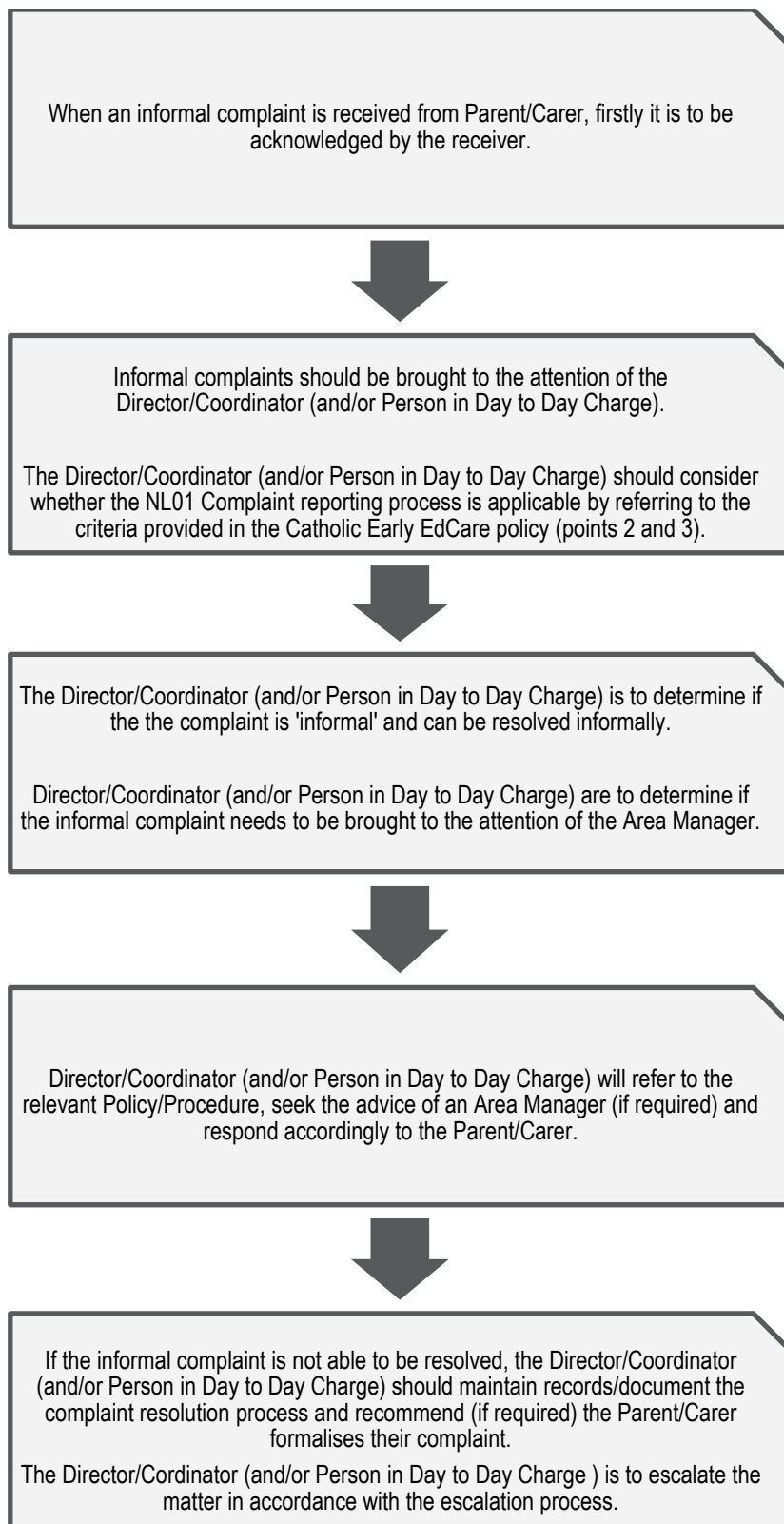
- Respond to complaints received from Parents/Carers and identify if the complaint is a formal or informal complaint
- Determine complaints that are informal and can easily be resolved through open and clear dialogue and do not need escalation
- Consider referring to Catholic Early EdCare and Centacare policies and procedures prior to responding to complaints to minimise the potential for incorrect information to be relayed to Parents/Carers
- Seek the guidance and advice of the Director/Coordinator and when required the Area Manager
- Respect the right of Parents/Carers to initiate complaints
- Communicate with Parents/Carers at all stages of a complaint process in order to promote goodwill and open communication
- Avoid engaging in, encouraging, or accepting acts of unlawful discrimination against a child as a result of a complaint made by a Parent/Carer. Equally, this same standard of behaviour is expected when engaging with a Parent/Carer who has made a complaint in the past or currently.
- Respond to any complaint by a Parent/Carer concerning discrimination sympathetically and professionally. Unlawful discrimination includes discrimination on the basis of sex, race/ethnicity, disability, age or religious/political belief.

- Acknowledge that complaints alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached are required to be lodged to ACECQA within 24 hours of the complaint as required under Section 174(2)(b) Regulation 176(2)(b)

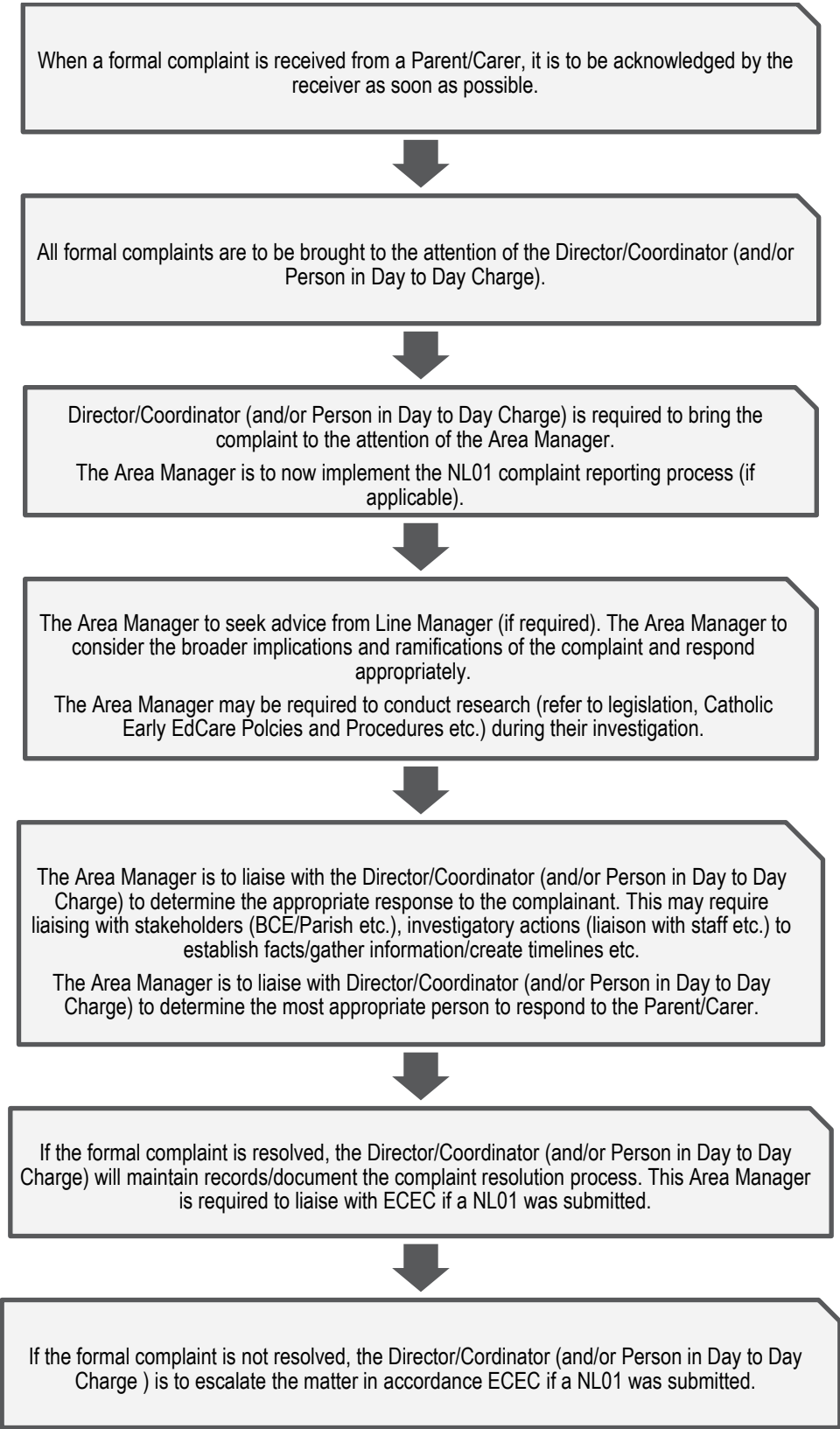
6. COMPLAINT PROCESS

- 6.1 It is the responsibility of Directors/Coordinator and Area Managers to manage complaints. The role of the senior management team is to provide oversight to the resolution of complaint, coordinate investigations where required and provide advice and guidance.
- 6.2 The management of a complaint and the resolution of a complaint may be taken over by a senior management team member at any time. However it is expected Area Manager will remain as the point of contact for Parents/Carer throughout the process.
- 6.3 The complaint policy of Catholic Early EdCare requires four (4) distinct processes to be followed. These are
- Catholic Early EdCare Informal complaint process
 - Catholic Early EdCare formal Complaint process
 - Catholic Early EdCare NL01 complaint reporting process
 - Catholic Early EdCare complaint escalation process

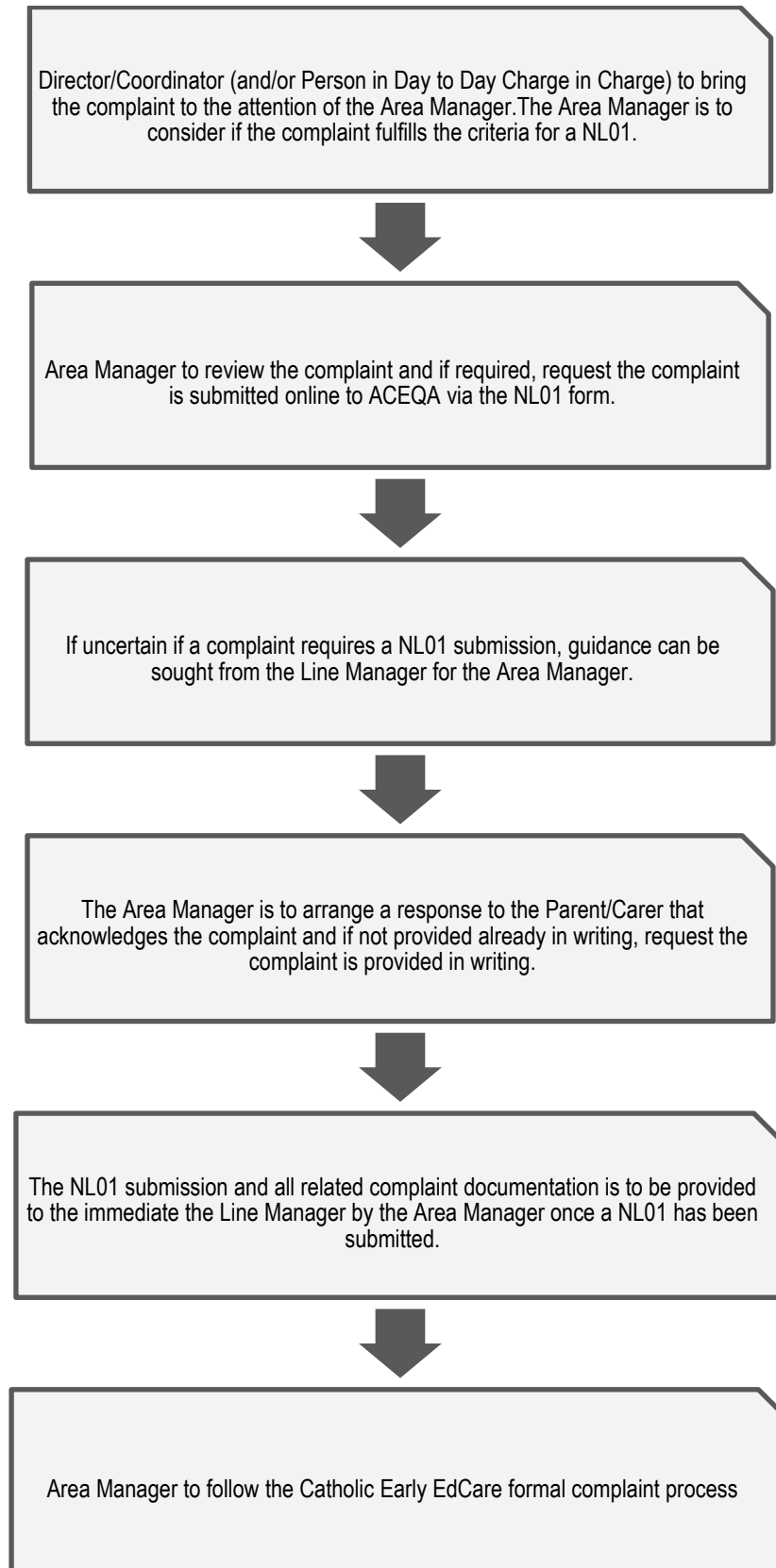
6.4 The following flow chart provides guidance on the informal complaint resolution process –



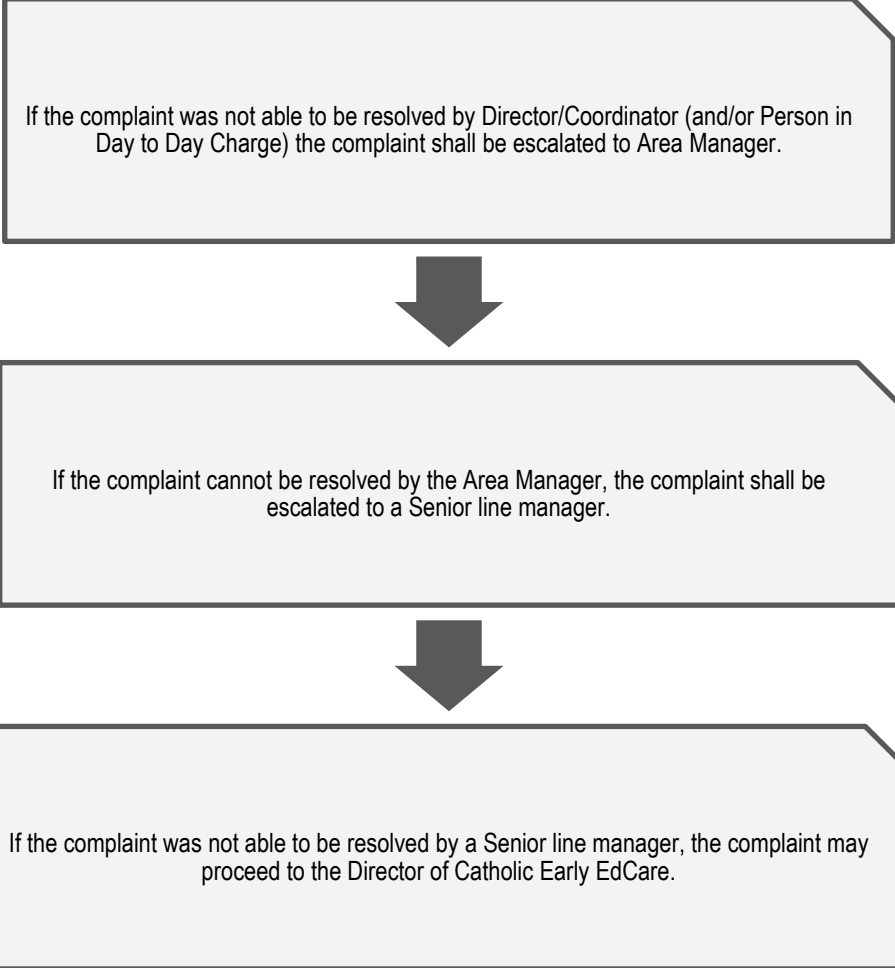
6.5 The following flow chart provides guidance on the formal complaint resolution process –



6.6 The following flow chart provides guidance on the NL01 complaint reporting process –



6.7 The following flow chart provides guidance on complaint escalation process. At all times and in all stages, Catholic Early EdCare will work with the Office of Early Childhood Education and Care (ECEC) to resolve complaints. At any stage a Parent/Carer may choose to make a complaint direct to ACECQA. –



SUPPORTING DOCUMENTS

N/A

COMPLIANCE

Breaches of this policy will be dealt with under Centacare’s misconduct provisions, as stated in the Employment Guidelines Code of Conduct.

IMPLEMENTATION

Centacare will place this policy on the Archdiocesan Intranet (AI). Directors and managers are responsible for ensuring that the appropriate communication of policies and supporting documents to staff has occurred. All staff are responsible for understanding and complying with this policy. Contact the Policy Sponsor for further interpretation of this policy.

DEFINITIONS

Formal Complaint	Complaints made to Catholic Early EdCare that fulfil the criteria of both ‘formal’ and the criteria for a NL01 submission
Informal Complaint	Complaint made to Catholic Early EdCare that can easily be resolved and do not require reporting as a NL01
ECEC	Early Childhood Education and Care
Complaint	Expression of dissatisfaction made to, or about Catholic Early EdCare related to their products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required
Staff Member	In relation to an education and care service, means any individual (other than a volunteer) employed, appointed or engaged to work in or as part of an education and care service, whether as an <ul style="list-style-type: none">▪ Educator▪ Director/Coordinator▪ Nominated Supervisor;▪ Or otherwise.

7. RECORD KEEPING

- 7.1 Catholic Early EdCare will maintain all records as required by Archdiocese of Brisbane (AOB) and Centacare policies and procedures relating to record keeping.
- 7.2 All Catholic Early EdCare Services are required to maintain all records in their Service folder on the L:\ drive.
- 7.3 All Catholic Early EdCare Services will adhere to Division 3 – Information and Record Keeping Requirements, Education and Care Services National Regulations; specifically Subdivision 4 – Confidentiality and Storage of Records (181, 182, 183, 184).
- 7.4 Catholic Early EdCare will ensure all privacy provisions are implemented in relation to record keeping in accordance with the AOB privacy statement and AOB privacy policy available on the AI portal this extends to storing records in a secure and confidential manner.
- 7.5 Service records will be maintained (stored and preserved) in conditions suitable to the length of time they need to be kept and made available for use. This applies regardless of the format of the records or the media they are stored on.
- 7.6 Catholic Early EdCare will coordinate the removal, archiving and disposal of records as required.