

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY

Policy Sponsor	GOVERNANCE AND PERFORMANCE
Document type	POLICY
Applicable to	CATHOLIC EARLY EDCARE
Approved by	DIRECTOR, CATHOLIC EARLY EDCARE

POLICY STATEMENT

We recognise that children, families, educators, other staff and the community need to feel confident that any concerns or issues they may raise will be handled promptly and professionally. We value the importance of open communication and receiving and responding to all forms of feedback as part of our commitment to continuous improvement and quality service provision for children. We are committed to resolving concerns promptly and collaboratively to ensure the best outcomes for those involved.

BACKGROUND

The Education and Care Services National Regulations require policies and procedures in place to dealing with complaints.

LEGISLATIVE REQUIREMENTS

<u>Education and Care Services National Regulations</u>	
Section 172	Offence to fail to display prescribed information
Section 174	Offence to fail to notify certain information to Regulatory Authority
Reg 168	Education and care service must have policies and procedures
Reg 170	Policies and procedures to be followed
Reg 171	Policies and procedures to be kept available
Reg 172	Notification of change to policies or procedures
Reg 173	Prescribed information to be displayed
Reg 176	Time to notify certain information to Regulatory Authority
Reg 183	Storage of records and other documents

<u>Family Assistance Law</u>	
A New Tax System (Family Assistance) Act 1999 and subsequent updates	
Child Care Provider Handbook , Department of Education, Skills and Employment	

<u>National Quality Standard</u>	
Quality Area 2	Children's health and safety
Quality Area 4	Staffing arrangements
Quality Area 5	Relationships with children
Quality Area 6	Collaborative partnerships with families and Communities

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY		
Policy Sponsor: Governance and Performance	Date of Effect: 29/09/2023	Due for review: 29/09/2025
Approved by: Director CEEC	Version No: 2023.1	Page 1 of 5

Standard 6.1	Respectful and supportive relationships with families are developed and maintained	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
Element 6.1.1	Engagement with the service	Families are supported from enrolment to be involved in the service and contribute to service decisions.
Element 6.1.2	Parent views are respected	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
Standard 6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing.
Element 6.2.2	Access and participation	Effective partnerships support children's access, inclusion and participation in the program.
Element 6.2.3	Community engagement	The service builds relationships and engages with its community.
Quality Area 7	Governance and Leadership	
Standard 7.1	Governance	Governance supports the operation of a quality service.
Element 7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.
Standard 7.2	Leadership	Effective leadership builds and promotes a positive organisational culture and professional learning community.
Element 7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.

PRINCIPLES

- We notify the regulatory authority of any complaints alleging the occurrence of a serious incident or contravention of the Education and Care Services National Law In line with regulatory requirements and within the required time frames.
- We value the contributions gained from families and children as they are integral to our services and welcome their input into all aspects of service operation, including any complaints or feedback they may have. We view all contributions, feedback and compliments as valuable input into each service Quality improvement Plan (QIP).
- We view complaints as an opportunity to enhance the quality of our education and care practices, and reflect upon each complaint received, identifying any issues or areas of improvement for services.
- We support families participation in our services by being flexible with our communication strategies and providing services a range of tools, supports, and suggestions to gather feedback, and ensure our processes to respond to complaints and concerns are child focused.
- We ensure avenues for providing feedback or raising a complaint are visible at the entrance to the service and ensure that the contact information of key stakeholders is clearly displayed and encouraged for use.
- We take all concerns, complaints or feedback on areas for improvement seriously and prioritize the safety and wellbeing of all people.
- We support people to feel safe and comfortable when making a complaint, including children, and respect their request for anonymity .

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY		
Policy Sponsor: Governance and Performance	Date of Effect: 29/09/2023	Due for review: 29/09/2025
Approved by: Director CEEC	Version No: 2023.1	Page 2 of 5

- We encourage, where possible, the raising and resolution of concerns between the parties involved. Where concerns are unable to be resolved both parties have the option to taking the concern to management levels.
- We take all complaints concerning any child exhibiting sexual behaviours that may be harmful to themselves or another child seriously and have systems in places to support the receipt of these complaints within our Safeguarding Children Procedure.
- We embrace the learnings from Catholic Social Teachings and support families in kind and respectful ways when resolving understandings and compliance with our policies and procedures.
- We ensure we meet all legislative requirements and obligations under the Education and Care Services National Law and National Regulations.
- We prioritise good governance and quality management by supporting Service Leaders and staff with policies, procedures, and guidelines which clearly outline their roles and responsibilities, focusing on quality outcomes for children.

KEY TERMS

Term	Meaning	Source
ACECQA	Australian Children’s Education and Care Quality Authority. The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of guidance, resources and services to support the sector to improve outcomes for children.	Guide to the NQF
Approved Provider	Approved Provider is a person who holds a provider approval. A provider approval authorises a person to apply for one or more service approvals and is valid in all jurisdictions.	
Complaint	Expression of dissatisfaction made to an organisation, related to its product or service, or the complaints-handling process itself, where a response or resolution is explicitly or implicitly expected	Guidelines for complaint management in organisations
Complaints management	Resolving individual complaints and identifying opportunities to make systemic improvements.	Queensland Ombudsman
Educator	An individual who provides education and care for children as part of an education and care service.	Guide to the NQF
Family Assistance Law	The legal basis for the Australian Government to provide childcare fee assistance, and for the approval of childcare providers to administer childcare fee assistance on behalf of families.	Department of Education
Investigation	A formal and systematic inquiry to establish facts about a complaint by collecting, documenting, examining and evaluating evidence. An investigation is not an end in itself. Throughout an investigation, the investigator should keep an open mind about the possible outcomes of the investigation, such as education, compliance action, or a decision not to pursue the matter.	Guide to the NQF
Nominated Supervisor	A person who is nominated by the approved provider of the service to be a nominated supervisor of that service and, unless the individual is the approved provider, has provided written consent to that nomination	
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: a) whether the information or opinion is true or not; and	Privacy Act 1988 (Cth)

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY		
Policy Sponsor: Governance and Performance	Date of Effect: 29/09/2023	Due for review: 29/09/2025
Approved by: Director CEEC	Version No: 2023.1	Page 3 of 5

	b) whether the information or opinion is recorded in a material form or not.	
Responsible Person	An individual who is physically present and is responsible for the operation of a centre-based service for an agreed period of time. A responsible person must be present at all times that the approved service operates and can be: <ul style="list-style-type: none"> ▪ the approved provider or a person with management or control of the service; ▪ a nominated supervisor of the service; or ▪ a person placed in day-to-day charge of the service in accordance with the National Regulations 	Guide to the NQF
Staff Member	Any individual (other than a nominated supervisor or a volunteer) employed, appointed or engaged to work in or as part of an education and care service	

LINKS TO OTHER POLICIES / DOCUMENTS

- CEEC GOV PRO Complaints and Feedback Management Procedure
- CEEC HS POL Incident, Injury, Trauma and Illness Policy
- CEEC HS PRO Incident, Injury, Trauma and Illness Procedure
- CEEC HS POL Providing a Child Safe Environment Policy
- CEEC HS PRO Providing a Child Safe Environment Procedure
- CEEC PP PRO Safeguarding Children Procedure
- [AOB Code of Conduct](#)
- [CEEC SV APPENDIX Performance Standards](#)
- CEEC PP POL Interactions with Children Policy
- CEEC PP PRO Interactions with Children Procedure
- [CEEC GOV POL Enrolment, Orientation and Booking Policy](#)
- [CEEC GOV PRO Enrolment, Orientation and Booking Procedure](#)
- [CEEC GOV POL Governance and Service Management Policy](#)

INDUCTION AND ONGOING TRAINING

This policy will be available on the Archdiocesan Intranet (AI) and the Catholic Early EdCare website. Service Leaders and Managers are responsible for ensuring staff are able to access policies and supporting documents. All staff are responsible for understanding and complying with this policy. Educators and families are able to access this policy on the Catholic Early EdCare website.

- Educators and families will be invited to participate in the review of this policy.
- Families will be able to access a copy of this policy during the enrolment process.
- Summary information will be included in the CEEC information handbooks.
- Changes to this document will be shared with families and educators.
- Ongoing training opportunities for educators will be provided using a range of learning platforms.

Please contact the Policy Sponsor for further interpretation of this policy.

MONITORING, EVALUATION AND REVIEW

Monitoring of compliance with this policy and the related procedure will be completed by the Governance and Performance team.

The review process for this policy will begin 8 (eight) weeks prior to the stated review date and include a consultation period with families, educators, Catholic Early EdCare team and any other relevant stakeholders and will be facilitated by the Research and Policy Officer.

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY		
Policy Sponsor: Governance and Performance	Date of Effect: 29/09/2023	Due for review: 29/09/2025
Approved by: Director CEEC	Version No: 2023.1	Page 4 of 5

Communication about any changes in or review of the policy, procedure or related supporting documents will be provided to Catholic Early EdCare team, Service Leaders, educators and families once finalised.

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

CEEC GOV POL COMPLAINTS AND FEEDBACK MANAGEMENT POLICY		
Policy Sponsor: Governance and Performance	Date of Effect: 29/09/2023	Due for review: 29/09/2025
Approved by: Director CEEC	Version No: 2023.1	Page 5 of 5