



GRIEVANCES AND COMPLAINTS POLICY

(This is one component of our Child Safe Environment Policies)

AIM

The Approved Provider, Nominated Supervisor, Educators and Parents/Guardian will feel confident that any issues or concerns raised will be handled promptly and professionally. We view complaints as an opportunity to enhance the quality of our education and care practices. We reflect on each complaint and identify any issues or areas of improvement for our service.

THE PROCEDURE FOR MAKING A COMPLAINT

All complaints can be made as per our Hierarchy displayed and the process outlined within this policy.

All complaints will be acknowledged and responded to as soon as practicable. Complaints will be dealt with in a timely manner and complainants will be kept informed about the progress of their complaint and anticipated timeframes. Allegations of suspected harm or risk of harm to a child or possible victims of crime, will be actioned immediately by urgent referral or reporting to the relevant agency. Allegations of physical or sexual abuse will be notified to the authorities within 24hrs

MANAGING A COMPLAINT OF SEXUALISED BEHAVIOR

Providers and educators play an important role in making informed professional judgements regarding sexualised behaviour involving children. Not all sexual behaviour involving children pose a risk to their safety. It may be age-appropriate and expected sexualised behaviour.

Informed judgements regarding sexualised behaviour help to ensure the health, safety and wellbeing of children by:

- supporting healthy sexual development (age-appropriate sexualised behaviour)
- protecting them from harm or abuse (inappropriate or problem sexualised behaviour).

Note that in some cases, sexualised behaviour involving children may fall within reporting requirements under other laws.

INFORMAL

Parents/Guardians should make their initial concern known to the Nominated Supervisor either verbally through the appointment process or in writing by email. If a Parent/Guardian approaches a staff member with a complaint, they will be referred to the Nominated Supervisor and/or the process.

FORMAL (written)

This will be referred to by the Nominated Supervisor. Matters that relate to the Nominated Supervisor or are more serious will be referred to the Approved Provider. A Negotiation form is available if required.

The Approved Provider must notify the Regulatory Authority within 24 hours after a complaint is made alleging: -

- a. That a serious incident has occurred at the service or,
- b. That the Education and Care Services National Law has been breached.

If the complainant is not satisfied with the response by the Approved Provider, contacts are available on the hierarchy for the Department of Education and Care Regulatory.

All complaints will be accepted, kept confidential and acted upon.

- A time frame will be negotiated for resolving the complaint.
- The Approved Provider and Nominated Supervisor will review recorded complaints on a regular basis to continually improve the preschool's services policies and procedure.

EXTERNAL REVIEW

Complaints that can't be resolved internally are referred to an independent external review. The Management Committee is responsible in such instances for establishing a Review Panel consisting of people independent of the preschool.

PROCEDURE FOR DEALING WITH JOB PERFORMANCE PROBLEMS AND STAFF DISPUTES AND GRIEVANCES.

Procedures for employers to follow in these circumstances are outlined in the relevant awards and are subject to the provisions of the New South Wales Industrial Relations Act 1996.

Any queries or concerns will be addressed under the guidance of the Country Children's Services Association Handbook.

The Code of Conduct outlines the procedures for any non-compliance with the code and any instances of allegations towards employees.

Attachment: Negotiation Form

(Reviewed annually with NQF and QIP)

Date last amended 21.07.25