Management of Complaints

POLICY STATEMENT
The service will maintain a complaints and grievance management system to ensure that all Educators, families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. Our complaints and grievance management system will be promoted in the parent handbook and on our website. We will identify complaints and grievances as opportunities to improve the quality of our service.

CONSIDERATIONS
National regulation 168 “Education and care service must have policies and procedures” (2o dealing with complaints)
National Standard 7: Element 7.3.4 “processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner”. Community Services Complaints, Appeals and Monitoring Act, 1994.

PROCEDURE
The service will support an individual’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 which an individual thinks is unfair or which makes them unhappy with the service.

Every parent will be provided with clear written guidelines detailing the grievance procedure, in the family handbook.

All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place, away from children, other parents or staff not involved. This can take place in the office at the Centre, or in one of the empty classrooms adjacent to the centre.

If an individual has a complaint or comment about the service, they may opt to fill out the grievance form that is readily available at the entrance to the centre and they will also be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should discuss the issue with the Chairperson or liaison person of the Management Committee, either in writing or verbally.

The Management Committee will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem. This would be discussed further with the individual, or if necessary a meeting will be organised with the Co-ordinator and individual to resolve the problem.
All complaints will be recorded and dated, indicating the issue of concern and how it was resolved. All information recorded on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and where deemed necessary, have lead to amendments to policies and procedures where required.

The Co-ordinator or Management Committee will inform the person making the complaint 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 Co-ordinator will write personally to the individual originally making the complaint.

If any complaint cannot be resolved internally to the persons satisfaction, external options will be offered such as the input of an unbiased third party.

DATE ENDORSED_____________________
DATE FOR REVIEW AND EVALUATION___________________________