



Emmerick Street Community Preschool
15 Emmerick Street, Lilyfield

Policy

Policy Name:	FEEDBACK AND COMPLAINTS POLICY - COMMUNITY
Policy Number:	QA 7 001
Quality Area:	7: LEADERSHIP AND SERVICE MANAGEMENT
Date Developed:	MAY 2012
Version:	FINAL (4)
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Review date:	AS NEEDED

1. Background

Emmerick Street Community Preschool welcomes and values the feedback of employees, families and the wider community as a means of improving our service and ensuring that it meets regulatory requirements and the needs of educators, children and their families. Feedback is vital to help us create a service that meets regulation and the needs of enrolled children and their families. We encourage open communication and provide opportunities for individuals to respond and give feedback on the Preschool and the educational program.

An important component of this feedback process is the ability for individuals to put forward a complaint and have this managed appropriately with due consideration for accountability and quality improvement and without compromising relationships within the team and families.

2. Links to other policies and procedures

- Complaints Procedure (within this policy)
- Complaints Handling Policy
- Grievance Policy
- Governance and Management of the Service
- Harassment Free Work Place

3. Aim

To provide the means for employees, children, families community members to give feedback and make complaints.

To accept feedback and complaints without prejudice and use the information received to review the service operation and delivery of the education and care program. Complaints will be managed in a positive and sympathetic manner and, where possible, confidentially.

N.B. This policy relates to feedback on the service provided by the Preschool and not individual employee grievances which will be covered in a separate grievance policy.

4. Practices for Families and Communities

4.1. Feedback

The Approved Provider will:

- Ensure there are clear written guidelines detailing the procedure for providing feedback and complaints;
- Offer a number of ways for families to communicate with staff and provide feedback including:
 - Pedagogical Journals and Daily Program outlines;
 - Storypark – online electronic platform;
 - Interactions with staff at drop off and pick up times;
 - Formal feedback and comments – Feedback/Complaint form available in the foyer to be given to the Director or emailed to the Preschool – director@emmerickstreet.com.au ;
 - Regular Surveys;
 - Family meetings; and
 - Parent/teacher interviews.

The Nominated Supervisor will:

- Communicate relevant feedback to Approved Providers, Educators and Staff.

Educators will:

- With permission, write comments on behalf of families (after discussions and/or emails) to help with evaluations of the program and encourage further family input.
- Document relevant parent discussions about individual children in the parent discussion folder.
- Communicate feedback about individual children to other educators working with that child and family
- Communicate feedback to the Nominated Supervisor.

The Nominated Supervisor and Educators will:

- Communicate feedback to families as to how their feedback has contributed to improvements in the Preschool through information on notice board displays, emails, reflections in the pedagogical journal and/or newsletters.

4.2. Responsibilities

The Approved Provider will:

- Follow the complaints handling procedure.
- Direct families who come to them with a complaint to follow the complaints procedure.

The Nominated Supervisor will:

- Communicate information on the procedures for providing feedback or making a complaint to families through enrolment and orientation processes and information.
- Provide information to interested community members about the service procedures for providing feedback or making a complaint.
- Provide contact details for putting forward a complaint.
- Ensure every complaint is managed and is an opportunity for quality improvement.
- Discuss the process for managing complaints with the educator and staff team.
- Provide or arrange training for staff on complaints management.

Educators and Staff will:

- Follow the complaints procedure when dealing with complaints from families, children and/or community members.

Families will:

- Follow the complaints procedure when reporting a complaint

Community members will:

- Follow the complaints procedure when reporting a complaint

5. Practices for Staff

5.1. Responsibilities

The Approved Provider will:

- Provided employees with clear written guidelines detailing the procedures for providing feedback or making a complaint. This will be contained in the Staff Information Handbook; and
- Provide a number of ways for employees to provide feedback including:
 - Inclusive staff meetings;
 - Individual meetings with the Director;
 - Performance and Development Planning Process;
 - Staff Surveys;
 - Exit interviews; and
 - Contact with BCA Committee members (Approved Provider).

Educators and Staff will:

- Communicate relevant feedback to Approved Providers, Educators and Staff via the avenues provided (see above)

5.2. Responsibilities

The Nominated Supervisor will:

- Communicate information on the process to staff through induction process and information.
- Provide contact details for putting forward a complaint.
- Ensure every complaint is managed and is an opportunity for quality improvement.
- Discuss the process for managing complaints with the educator and staff team.

Educators and Staff will:

- Follow the complaints procedure when reporting a complaint

6. Complaints Procedure

6.1. Contact details

Families, community members and staff may make a complaint directly to an educator or the Director via mail, email, phone or in person about aspects of our service and no person will be disadvantaged in any way as a result of that complaint. Feedback and complaints will be dealt with in the strictest confidence.

Complaints should be forwarded to:

Name of Nominated Supervisor/Director
15 Emmerick Street, Lilyfield NSW 2040
Ph: 02 9810 4845
director@emmerickstreet.com.au

To assist families that wish to contact the regulatory authority the name, address and phone number will be available for reference and included in the Family Handbook and displayed in the foyer.

6.2. Handling Complaints

- All complaints will be dealt with at the time, by the educator or Director receiving it, if possible. Where the educator or Director feels that the complaint is outside of their authority or if the family prefers to discuss it with a higher authority they will be directed to:

- a. Director, if staff member to discuss with the a higher authority or;
 - b. President (Management Committee), if Director to discuss with a higher authority.
- The Director or President will meet with the complainant as soon as possible.
 - Confidential conversations will take place in a quiet place away from children, families or staff who are not involved.
 - The complainant will be told that should they wish to keep their grievance confidential this will be honoured, but it may not be possible to reach a resolution if they do not involve other parties as would normally be required.
 - Should the staff member, Director or President feel that they are obliged to share confidences with a third party in order to meet legislative requirements then the complainant will be informed before proceeding with any further discussion.
 - The complaint will be documented and any legal requirements or obligations considered. The complainant can be asked to provide their concerns in writing, if the issue appears to be more complicated or of a serious nature.
 - All complaints will be resolved immediately if possible, otherwise the complainant will be informed that the issue will be dealt with as a priority and involve third parties as required.
 - If the issue is outside of the control of the service, the person receiving the complaint will explain this to the complainant and direct to the appropriate contact.
 - Any promises made to the complainant will be followed up and the results provided in writing as soon as possible.
 - The Department of Education and Communities will be notified of any complaint made to the service alleging a breach of regulations within 24 hours of receiving the complaint.
 - The Nominated Supervisor will report any relevant information to the Approved Providers.

7. Evaluation

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement. This policy will succeed if complaints are managed well, lead to quality improvement and are conducted in a safe manner in a secure environment.

Relevant Legislation

Children (Education and Care Services National Law Application) Act 2010;

Education and Care Services National Regulations 2011: 168, 173, 176;

Links to National Quality Standard: 7.3

ACECQA for relevant time frames: <https://www.acecqa.gov.au/resources/applications/notification-types-and-timeframes>

Sources

Community Early Learning Australia (CELA) (NSW) <https://www.cela.org.au/member-resources->

NSW Ombudsman (2004) 'Effective Complaint Handling'.

NSW Ombudsman; NSW Ombudsman (2009) "Complaint Handling Kit". NSW

Ombudsman.Complaints Management Framework June 2015–

www.ombo.nsw.gov.au/__data/assets/pdf_file/0004/25375/Complaint-management-framework-June-2015.pdf

Complaint Handling Toolkit for Community Services Organisations –

www.ombo.nsw.gov.au/__data/assets/pdf_file/0017/5813/BR_Complaint-Handling-Kit-CS-CRAMA-Brochure-2013-web.pdf