



Outside School Hours Care Dealing with Complaints Policy

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| Version Number: | 1 February 2022 | File: | |
| Responsibility of: | Director | Effective Date: | 01/02/2022 |
| Target Audience: | Outside School Hours Care Staff, Families and Community | Next Review Date: | 01/02/2024 |

NOTE: This Policy must be read in conjunction with the *Dealing with Complaints Procedures*

1. RATIONALE

Leanyer Primary School Outside School Hours Care (Leanyer OSHC) aims to provide all children enrolled in the service with a quality program consistent with the Leanyer School Innovation Statement and Values. To help achieve this, Leanyer OSHC welcomes feedback from our children, staff, families and the wider community to help us to create a service that complies with regulations and meets the needs of our children and their families. This policy enables us to provide effective complaints management which meets the needs of our families and the Leanyer OSHC team.

2. PURPOSE

The *Education and Care Services National Regulations* require approved providers to ensure their service has policies and procedures in place for dealing with complaints.

The purpose of this Policy is to:

- ensure our staff, families and the community can be confident that concerns and complaints are taken seriously and addressed promptly, fairly and effectively; and
- provide service leaders with a valuable opportunity to improve the quality of their education and care practices.

3. LEGISLATIVE REQUIREMENTS

This policy is consistent with the follow legislative requirements:

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| Education and Care Services National Law Act 2012 | | |
| Revised National Quality Standard (2018) | | |
| Quality Area 4: Staffing Arrangements | | |
| 4.2 | Professional collaboration | Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other’s strengths and skills. |
| 4.2.2 | Professional standards | Professional standards guide practice, interactions and relationships. |
| Quality Area 6: Collaborative Partnerships | | |

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| 6.1 | Supportive relationships with families | Respectful relationships with families are developed and maintained and families are supported in their parenting role. |
| 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. |
| 6.2 | Collaborative partnerships | Collaborative partnerships enhance children's inclusion, learning and wellbeing. |
| Quality Area 7: Governance and Leadership | | |
| 7.1.2 | Management systems | Systems are in place to manage risk and enable the effective management and operation of a quality service. |
| 7.2.1 | Continuous Improvement | There is an effective self-assessment and quality improvement process in place. |
| <i>Education and Care Services National Regulations (2011)</i> | | |
| 168 | Education and care service must have policies and procedures | |
| 170(1) | Policy and procedures to be followed | |
| 171(1) | Policies and procedures to be kept available | |
| 173(2) | Prescribed information to be displayed | |
| 176 | Time to notify certain information to Regulatory Authority | |
| 183 | Storage of records and other documents | |
| <i>Fair Work Act 2009 (Commonwealth)</i> | | |
| <i>Privacy Act 1988</i> | | |
| <i>Work Health and Safety (National Uniform Legislation) Act 2011</i> | | |

4. LEANYER SCHOOL INNOVATION STATEMENT

Leanyer Outside School Hours Care, in partnership with parents and community, will provide an education vital to students' achievement as individuals and citizens in the 21st century. Our curriculum will emphasise creativity, collaboration, innovation and leadership. Students will be provided rich and diverse opportunities to develop the broad cultural understandings and skills in social harmony necessary to contribute as successful global citizens.

5. LEANYER SCHOOL VALUES

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| Achievement | Take responsibility for always doing your best. |
| Curiosity | Ask questions of yourself and others and listen to new ideas. |
| Respect | Care for yourself, others and the environment. |
| Collaboration | Work and learn with others to achieve goals. |

6. POLICY

Leanyer OSHC aims to foster positive relationships amongst staff and with parents and carers. Feedback from families, educators, staff and the wider community is important in creating a service that is working towards the highest standard of care and education. It is to be expected that views may differ at times which may result in a dispute or a complaint.

Resolutions will be sought for all disputes, concerns or complaints in a transparent, fair, prompt and positive manner which recognises the importance of:

- procedural fairness and natural justice;
- ethical conduct;
- the right to an unbiased decision by an objective decision maker;
- the opportunity for review and further investigation; and
- confidentiality.

All decision-making should be carried out in accordance with the following principles:

- Leanyer OSHC will encourage regular, open, two-way communication with parents and carers. Keeping in touch and working together is the best way to ensure a high-quality education for our children and to assure their success, not only in the centre, but also in life.
- We will welcome all feedback and complaints as an opportunity to improve the quality of our education and care practices. We will reflect on each complaint and identify any issues or areas of improvement for our service.
- In line with regulatory requirements, we will notify the regulatory authority of any complaints alleging the occurrence of a serious incident or breach of the *Education and Care Services National Law*.
- We will take all complaints seriously and address them promptly, fairly and effectively.

7. DEFINITIONS

| Term | Meaning | Source |
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| Quality Education and Care NT | The regulatory authority for early childhood education and care in the Northern Territory. | |
| 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 (b) whether the information or opinion is recorded or not. | <i>Privacy Act 1988 (Cth)</i> |
| Complaints Register | Records information about complaints received at the Service, along with the outcomes. This register must be kept in a secure file, accessible only to the principal, educators and QECNT. The register can provide valuable information to leadership of the service to ensure children and family's needs are being met. | |
| Complaint | Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is expected or legally required. | Australian and NZ Standard Guidelines for complaint management in organisations – AS/NZS 10002:2014 |
| Mediator | A person who attempts to assist and support people involved in a conflict to come to an agreement. This will usually be an educator or the Director. For staff concerns or complaints, a | |

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| | mediator will usually be the immediate supervisor, unless the conflict is with the immediate supervisor. In that case a staff member at the next level of management will act as a mediator. An external mediator will <u>only</u> be appointed with the written approval of the Leanyer School Board. | |
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8. RELATED POLICIES AND DOCUMENTS

1. Leanyer Outside School Hours Care ***Dealing with Medical Conditions in Children Policy***
2. Leanyer Outside School Hours Care ***Dealing with Medical Conditions in Children Procedures***
3. Leanyer Outside School Hours Care ***Enrolment and Orientation Policy***
4. Leanyer Outside School Hours Care ***Enrolment and Orientation Procedures***
5. Leanyer Outside School Hours Care ***Delivery of Children to, and Collection from Outside School Hours Care Policy***
6. Leanyer Outside School Hours Care ***Delivery of Children to, and Collection from Outside School Hours Care Procedures***
7. Leanyer Outside School Hours Care ***Incident, Injury, Trauma and Illness Policy***
8. Leanyer Outside School Hours Care ***Incident, Injury, Trauma and Illness Procedures***

Related Policies and Procedures to be developed:

9. Leanyer Outside School Hours Care ***Emergency and Evacuation Policy***
10. Leanyer Outside School Hours Care ***Emergency and Evacuation Procedures***
11. Leanyer Outside School Hours Care ***Providing a Child Safe Environment Policy***
12. Leanyer Outside School Hours Care ***Providing a Child Safe Environment Procedures***
13. Leanyer Outside School Hours Care ***Sleep and Rest for Children Policy***
14. Leanyer Outside School Hours Care ***Sleep and Rest for Children Procedures***
15. Leanyer Outside School Hours Care ***Nutrition, Food and Beverages, Dietary Requirements Policy***
16. Leanyer Outside School Hours Care ***Nutrition, Food and Beverages, Dietary Requirements Procedures***
17. Leanyer Outside School Hours Care ***Governance and Management Policy***
18. Leanyer Outside School Hours Care ***Governance and Management Procedures***
19. Leanyer Outside School Hours Care ***Sun Protection Policy***
20. Leanyer Outside School Hours Care ***Sun Protection Procedures***
21. Leanyer Outside School Hours Care ***Water Safety Policy***
22. Leanyer Outside School Hours Care ***Water Safety Procedures***
23. Leanyer Outside School Hours Care ***Infectious Diseases Policy***
24. Leanyer Outside School Hours Care ***Infectious Diseases Procedures***
25. Leanyer Outside School Hours Care ***Educational Program and Practice Policy***
26. Leanyer Outside School Hours Care ***Educational Program and Practice Procedures***