



## **COMPLAINTS POLICY**

### **Policy Statement**

It is the aim of the Centre to foster an environment of open and constructive dialogue that facilitates the resolution of any complaints that may arise.

Wherever possible complaints should be resolved informally in discussion with the relevant parties, following the communication channels outlined below. Where informal discussions cannot resolve the complaint, the formal procedures laid down below are to be followed.

### **Communication Lines for Complaints**

#### **Complaints Against A Staff Member**

Initially the complaint should be made to the party concerned. If the complainant does not wish to speak to the staff member, the complaint should be taken to the Supervisor. If appropriate, a meeting may be arranged between the Supervisor, staff member and complainant. If the complaint is still unresolved, all the parties concerned will meet with the Committee's Staff Liaison Officer. If still unresolved, the Staff Liaison Officer will refer the complaint to the Convenor of the Management Committee, who may involve some or all other Committee members as appropriate.

If the complaint is about the Supervisor, it should initially be discussed with the supervisor. However, if the complainant does not wish to speak directly to the Supervisor, the complainant should contact the Committee's Staff Liaison Officer, who will mediate. If still unresolved the Staff Liaison Officer will refer the complaint to the Convenor of the Management Committee, as above.

#### **Complaints Between Staff Members**

Initially the complaint should be made to the Supervisor, who may arrange a meeting with the staff members involved if appropriate. If the complaint is not able to be resolved, the staff members and the Supervisor should meet with the Committee's Staff Liaison Officer. If still unresolved, the complaint will be discussed with all parties and the Convenor of the Management Committee, who may involve some or all other Committee members as appropriate to resolve the issue.

#### **Complaints Against Members Of The Management Committee**

By staff (excluding the Supervisor):

Staff complaints should first be discussed with the Supervisor. If unresolved, the Supervisor

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and the complainant should meet with the Convenor of the Management Committee or the Committee's Staff Liaison Officer, who may involve some or all other Committee members as appropriate.

By the supervisor:

The supervisor should first discuss a complaint with the Convenor if appropriate, or the Committee's Staff Liaison Officer, who may involve some or all other Committee members as appropriate.

By parents:

Parent complaints should first be discussed with the Convenor, who may arrange a meeting between the parties. If unresolved, parents may attend a Management Committee meeting to discuss their complaint.

## **Complaints against children and/or parents/caregivers**

All complaints should first be discussed with the Supervisor. If appropriate, a meeting may be arranged between the Supervisor and the parents/caregivers. If the complaint is not able to be resolved, it should be referred to Convenor of the Management Committee, who may involve some or all other Committee members as appropriate.

## **Formal Complaints Procedure**

Where a complaint is not able to be resolved informally in a timely fashion, a formal complaint may be lodged, following the communication channels outlined above. In all formal procedures:

- The complaint must be in writing.
- All meetings will be recorded in writing and copies of minutes made available to all parties.
- Documentation of the complaint and resolution will be retained and held in secure, confidential files.
- All parties will have access to support if desired. Support persons may attend any meetings held regarding the complaint.

## **Serious Complaints (eg. wilful neglect, physical or sexual abuse)**

Serious complaints must be lodged formally. In the event of alleged criminal action the appropriate authority (eg. Police) would be informed.

Information of support agencies is available from the office.

