

Policy 3.3 | Complaints/Feedback

Policy Date:	July 2016
Review Date:	Last reviewed date: December 2016 / October 2017 Date for next Review: July 2018
Applies to:	Service staff, Service Providers, Educators and Families
Related Policies and Forms:	3.3A Complaints –Feedback Form
Material Sources:	In-Home Standards for In-Home (Standards: 3.3, 3.4, 10.2, 10.3) Education and Care Services National Regulations 2011 168, 173, 178 NQS A4, 4.2, A5, 5.2, A6, 6.1, A7, 7.1, 7.2.7.3, 7.3.3, 7.3.4, 7.3.5. Education and Care Services National Law 2010 Regulation 174 (2)(b); Regulation 168(2)(o); Regulation 176 (2) (b) Privacy Act 1988

Policy Statement

NSW In-Home Childcare Services (NSWIHCS) is committed to providing quality service provision to families. Even though we strive to get it a 100% right we don't always do so and take the opportunity to learn from complaints/feedback. By implementing an effective Complaint-Feedback management system, is vital to improving our quality service for children, families and service providers. As part of our continuous improvement system, NSWIHCS uses these opportunities to improve our processes, systems and our quality of care.

Purpose

The purpose of this policy is to ensure that **educators, staff, service providers and families** are able to deal with any complaint efficiently, promptly and in a professional manner.

Strategies and Practices

Planning Process

Often the complainant may feel apprehension, nervous or even angry about the issue. Strong emotions are often part of the process regardless if the complaint is about themselves or another.

It is important that anyone making a complaint/feedback to have the confidence in bringing their concerns forward.

The family/educator/other has the right to air any complaint/feedback, with no discrimination towards themselves as a result of the complaint/feedback raised.

Any complaint or feedback from an educator, family or service provider will be addressed in confidence and ensure that all parties are respected during the process.

For complaints/feedback after stage one it is recommended that the form 3.3A Complaints /Feedback form is completed.

Generally any complaint/feedback is responded to within a 48 hour period, unless advised differently by the service.

***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.*

Any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging the Law has been contravened (Section 174(2) (b).

Procedures

Stage 1

Informal

The person making the complaint/feedback is encouraged to initially discuss the issue with the person concerned. Some complaints/feedback can be settled at this stage with no intervention from the service as they may be misunderstandings. It is at this stage that all effort is made to resolve the issue before processing to next stage.

It is recommended to record the complaint/feedback with strategies on how to resolve the issue.

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Stage 2

Formal

If the issue cannot be resolved then a representative from NSWIHCS/Service provider will act as the mediator for both parties.

At this stage if the issue is not resolved between both parties. The complaint must lodge their complaint/feedback in writing. The complaint/feedback must be lodged through NSWIHCS/Service provider. Form F3.3A, must be used to record the session.

The matter will be registered on the service's complaint register with the following information:

- date of complaint
- Staff allocated to deal with the complaint
- Outcome

Stage 3

If the issue is not resolved at this stage the complainant can refer the issue to the Manager of the Service.

Who will act as a mediator in seeking to solve the complaint/feedback between both parties.

If unable to consult at this point the issue will be forwarded onto the Chief Executive Officer.

Stage 4

If the issue is not resolved at this stage the complainant can refer the issue to the Chief Executive Officer of NSW Family Day Care Association Inc.

If unable to consult at this point the Department of Education and Training will be notified in writing of the complaint/feedback.

If unable to consult at this point the issue will be referred to the Ombudsman:

NSW Ombudsman

Contact details: (02) 9286 1000

Website: <https://www.ombo.nsw.gov.au/complaints>

Commonwealth Ombudsman

Contact details: 1300 362 072

Website: <http://www.ombudsman.gov.au>

NSW Civil & Administrative Tribunal

Contact details: 1800 006 228

Website: www.ncat.nsw.gov.au

NSW Department of Education and Training

Contact details: 1300 566 046

Website: <https://www.education.gov.au/>

The Anti-Discrimination Board of NSW

Contact details: (02) 9268 5544

Regional NSW: 1800 670 812

Website: <http://www.antidiscrimination.justice.nsw.gov.au/>

NSW Information and Privacy Commissioner

Contact details: 1800 472 679

Website: <http://ipc.nsw.gov.au/>