



**REMOTE CHILD CARE SERVICES
POLICIES & PROCEDURES**

Policy Name: COMPLAINTS AND GRIEVANCES
Policy Number: 1004
Originated Date: March, 2015
Amended Date/s:
Applicable Legislation: National Quality Framework, Regulations and the Law
Child Care Act 2001
Data works Reference:

PHILOSOPHY:

Parents have the right to express dissatisfaction or grievances with this service. We are committed to resolving any conflict in a manner which recognises both parties' rights, responsibilities and beliefs and takes into account special needs and circumstances. Disputes and grievances will be settled in a professional and confidential manner.

PROCEDURE:

In any of the following procedures, parents or staff may choose to have a mediator to ensure correct interpretation and communication.

- If a grievance is not serious in nature an attempt should be made to settle the matter verbally.
- When listening to a grievance, the following point should be followed;
Listen to the persona and try to remain calm.
Keep an open mind.
Obtain clear and concise information (take notes where possible).
Let the complainant know they have done the correct thing by bringing the grievance to your attention.
Specify what action will be taken from that point.
- Document the incident, if necessary stating complaint details and outcome (may include resolution agreed upon).
- If the grievance is not resolved at this point, the complainant may outline the grievance verbally or in writing, stating the problem as they see it, what they think needs to be done, a meeting with the Director will be scheduled to give feedback regarding the progress to be made in dealing with the complaint and method of feedback required – e.g. in writing or verbally.
- The Director will listen to the complaint and agree to a specified date and method of feedback.
- The Director will then discuss the matter with the complainant and staff members concerned and attempt to find an acceptable solution.

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- Record and document all details of solution and give a copy of the solution to complainant.
- Approach the complainant using the predetermined method and discuss the problem and possible solutions.
- Show the complainant details of the complaint and agreed solutions in the documentation and ask complainant to date and initial.
- Notification should be given to the staff member/s as to progress made.
- Both the complainant and the service may undertake to do certain things or change certain practices within a trial period.
- A review of the situation would take place after the trial period.
- If the dispute is resolved after the trial period, there is no need to proceed further.
- If the problem still persists, details of the complaint should be forwarded to council requesting assistance in settling the dispute.
- The council/committee may refer the matter to the sponsor or other agencies considered to be relevant.

From time to time there arises the issue of staff dispute and disagreement. The following procedure applies to deal with such occurrences.

In the event of an employee disagreeing with or being in dispute with a colleague or supervisor, to resolve the issue:

- The employee must formally meet with the Director, raise the issue and seek resolution using the common sense and compromise.
- In the event that a resolution cannot be found, yet the employee wished to pursue the issue, the employee should forward in writing, to the Director, details of the issue and points of concern. Copies of the employee's concern and the results of the meeting should be recorded.
- In the event that no acceptable resolution has resulted between employee and Director, the employee should request that the Director arrange a meeting with council. It is clearly understood that the objective of this procedure is designed to:
 - Encourage the use of common sense and reasonable compromise as the primary means of resolving misunderstanding, disagreements or dispute.
 - Ensure that a detailed and possible confusing dialogue does not prolong or delay resolution.
 - Prevent erosion or circumvention of the Director's authority by the employee appealing directly to the Council without the knowledge of the Director.
 - The procedure applies to work or personal issues relating to work. It is not designed to accommodate personal, private concerns of an employee seeking support or assistance. Such personal, private issues should not at any time be brought by the employee directly to the Director.



NORTHERN MIDLANDS COUNCIL/MIDLANDS RURAL



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Complaints and grievances can be made to Director (Kate Lee 0438 911 303) or Corporate Services Manager (Maree Bricknell 63977 303).

POLICY REVIEW

- . The service will review this Policy, every 12 months or sooner if required
- . Families are encouraged to collaborate with the service to review the centre's policy.
- . Educators are essential stakeholders in the policy review process and will be encouraged to be actively involved.
- . Date of last review – August 2019
- . Date of next review – August 2020