



GUIDING PRINCIPAL COMPLAINTS MANAGEMENT

QUALITY AREA 2: CHILDREN'S HEALTH AND SAFETY
QUALITY AREA 3: PHYSICAL ENVIRONMENT
QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND
COMMUNITIES
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP

Introduction:

The primary objective of this document is to provide an effective and transparent system of receiving and resolving in a fair manner, complaints or disputes involving PCYC - Out of School Hours delivery, standards and decision making relating to service or educators of PCYC - Out of School Hours as made by parents and children who are part of the service.

Governance:

- All educators (whether casual, part time or full time) are subject to the policies and procedures in governing PCYC- Out of School Hours.

Definition:

- Educators: Staff who hold qualifications in Children's Education and Care
- Staff: Staff who don't hold any qualifications in Children's Education and Care
- Family: Parent or legal guardian of child

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Policy

Parent Complaint Procedure:

Initial Contact

- Educators should identify themselves and affirm a person's right to lodge a complaint or dispute;
- Educators should not try to provide an excuse or become defensive when receiving the complaint;
- Educators should document the persons complaint for referral, and to ensure all aspects of the complaint are answered;
- Educators should confirm the details of the complaint with the person after he/she has lodged the complaint by orally repeating the details taken;
- Educators should identify and document what the complainant hopes the outcome of the complaint should be.
- Depending on the nature and level of seriousness, an educator, the Coordinator/Manager of the service, the Regional Support Officers or NSW State Manager may deal with the complaint. The service is also required to notify the Regulatory Authority of certain complaints.
- The person dealing with the complaint should interview the complainant, take all relevant details, inform the complainant they will follow up the complaint, and then report back to them.
- The Service Coordinator should be notified if not already involved.
- When an investigation has taken place and a possible solution identified, this should be discussed with all parties.
- The person dealing with the complaint must keep written records and advise both parties of the solution in writing.
- The parties involved should be informed of other avenues if they are not satisfied with the decision, e.g. Club Manager, Zone Commander, Regional General Manager or Chief Executive Officer.
- If the person wishes to lodge a formal complaint, they should be encouraged either to submit the complaint in writing or by email, and addressed to the PCYC- Out of School Hours State Manager.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.

Child Complaint Procedure

- Children are informed that educators are always available to listen to and respond as necessary to any issue the children may be experiencing whilst attending a PCYC – Out of School Hours service.
- Educators will take all matters seriously and provide the same level of confidentiality as any other grievance.
- Children's concerns will be treated with respect and dignity.
- Complaints by children will generally be verbal. Educators should document, and must respond appropriately to any concerns regarding safety or inappropriate behaviour.

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Documents Considered:

- Education and Care Services National Law 2010 updated 2018
- Education and Care Services National Regulations 2018 (r168)
- National Quality Standards (7.3)
- My Time, Our Place - A Framework for School Age Care in Australia
- Parent Handbook
- Staff Handbook
- Providing a Child Safe Environment Policy
- Community Services Complaints, Appeals and Monitoring Act, 1994

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