

	POLICY CS-0023.C
 MACQUARIE University	FEEDBACK AND COMPLAINTS

Purpose	To ensure a transparent and effective process is in place for managing feedback and complaints.
Overview	<p>Our service values the feedback of educators, staff, families and the wider community in helping to create a service that meets the Education and Care National Regulations and the needs of enrolled children, families, staff and community stakeholders.</p> <p>A component of this feedback is the ability to put forward a complaint and have this managed appropriately with timely consideration for accountability, quality improvement and resolution.</p>
Scope	All Children’s Services
The Policy	<p>Communications between families, staff and community members will be open, honest and confidential.</p> <p>Compliments/Complaints Forms will be readily available to families at the Centre.</p> <p>Feedback from families is essential for ongoing quality improvement. Strategies to encourage provision of feedback from families include:</p> <ul style="list-style-type: none"> • Families are provided with the contact details for the Centre. • Families are encouraged to converse with educators at morning drop off and afternoon departure periods for short exchanges and to make appointments with staff for longer conversations. <p>Compliments, or positive feedback, from families about individual staff or a team will be passed on to the relevant staff.</p> <p>The Campus Life Code of Conduct should be referred to in the instances where families offer gifts to staff.</p> <p>General Feedback and Compliments Families have the opportunity to provide feedback formally or informally:</p> <ul style="list-style-type: none"> • In writing <ul style="list-style-type: none"> ○ By completing the Feedback/Complaint Form ○ By email or letter to the Manager/Coordinator

- In person
 - When dropping off/picking up their child
 - During parent/educator interviews or meetings
 - During family “information evenings”
- By responding to Centre/program surveys

Families will be informed as to how their complaint has been resolved or how their feedback has contributed to improvements in the service.

Complaints

It is acknowledged that complaints may be formally or informally made. Regardless, all complaints must be treated seriously and managed in a fair, transparent and confidential manner.

Approved Services are required to notify the Regulatory Authority within a 24 hour timeframe of a complaint and/or incident alleging that the safety, health or wellbeing of a child was or is being compromised, or that the law has been breached.

Where there is a complaint made by a parent/carer in relation to an allegation that a staff member has placed a child at risk of harm, the Responding to Allegations Against Staff Policy will be followed.

For all other situations the following will apply:

- Verbal complaints will be recorded by the staff member receiving the complaint and passed on to the Centre Manager/Coordinator or Responsible Person (for Approved Services) at the earliest opportunity.
- All completed Compliments/Complaints Forms and any other written complaints will be stored in a central Complaints Register on site and accessible only to authorised persons.
- Families raising a concern should speak with the relevant staff member as soon as possible with the aim to resolve the concern at this level. If this is not feasible, then the family should raise their concern with the Centre Manager/Coordinator or Responsible Person (for Approved Services).
- Once escalated to the Centre Manager/Coordinator or Responsible Person (Approved Services), the family is to be advised of the next steps to be taken and anticipated timeframe for this to occur.
- If the complaint remains unresolved, it may be escalated to the General Manager, Children’s Services, by either party.

	<ul style="list-style-type: none"> • If the complaint continues to remain unresolved, either party may escalate it to the CEO of Campus Life and/or the Board. • If the complaint is still unresolved, or the family is not satisfied with the resolution, then they may choose to contact the Department of Education. <p>All complaints will be responded to within a reasonable timeframe. Where the complaint is significant, or of a sensitive matter, a formal meeting time may be arranged and a management plan developed between the family and the service to ensure resolution.</p> <p>The Centre Manager/Coordinator is responsible for ensuring the Complaints Register is up to date, including the Complaints Register form and all relevant documentation regarding individual complaint management.</p> <p>Complaints by Children</p> <p>It is acknowledged that the service may receive complaints directly from children, particularly in the primary school aged programs.</p> <p>Where there is a complaint made by a child in relation to an allegation that a staff member has placed a child at risk of harm, the Responding to Allegations Against Staff Policy will be followed.</p> <p>For all other situations, staff will record any concerns or complaints about the service that are put forward by children on the Record of Children’s Feedback Form and inform the parent/guardian of the complaint.</p> <p>Where appropriate the complaint will be managed by the Centre Manager/Coordinator in collaboration with the child and family. If required, the same escalation process detailed above will apply.</p> <p>The Record of Children’s Feedback Forms are to be stored with the central Complaints Register on site and accessible only to authorised persons. Details of the complaint are to be recorded on the Complaints Register form.</p>
Keywords	Feedback; complaint; compliment; concerns

Date Approved	July 2018
Signature	
Approval Authority	CEO of U@MQ Limited
Date of Commencement	July 2018

Amendment Dates	April 2015, June 2018
Date for Next Review	June 2020
Related Policies, Work Instructions, Forms or Manuals	National Quality Standard: QA 7 Complaints Register Form Record of Children's Feedback Form Compliments and Complaints Form Responding to Allegations Against Staff Policy
Policies/Rules Superseded by this Policy	CS-0023B