

Name of your Centre:	Pines Learning
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COMPLAINTS & APPEALS POLICY AND PROCEDURE **– For Childcare Users**

Introduction

Childcare users at Pines Learning require clear procedures and guidelines to enable disputes/incidents to be managed in a fair and equitable manner, in accordance with the principles of natural justice.

Purpose

To provide the policy and procedures that must be followed when a complaint or appeal occurs.

1. Policy:

1.1. Pines Learning believes that a parent or guardian who has a complaint has the right to raise the complaint and expect that every effort will be made to resolve it in accordance with this policy, without prejudice or fear of reprisal or victimisation. The parent & guardian has the right to present the complaint / appeal personally as well as in writing.

1.2. Pines Learning will manage all complaints fairly, equitably and as efficiently as possible. It will encourage the parties to approach the complaint with an open mind and to resolve problems through discussion and conciliation. Where a complaint cannot be resolved through discussion and conciliation, Pines Learning acknowledges the need of an independent person to mediate between the parties. The parties will be given the opportunity to formally present their case to the independent person.

1.3. Confidentiality will be maintained throughout the process of making and resolving complaints. Pines Learning seeks to protect the rights and privacy of those involved and to facilitate the return to an amicable and productive environment.

1.4. All parents & guardians on enrolment of their children will be provided with a copy of the Complaint & Appeal Policy and Procedures –For Childcare Users so

that they will have a clear understanding of the steps involved in the complaint procedure.

1.5. Parents & guardians may raise any matters of concern relating to health, wellbeing or safety of their child, the educational, recreational program or the operation of the centre (as per point 1 of existing policy) and other serious issues which may arise.

1.6. Less serious issues will be dealt with on a day to day basis, in consultation with the Childcare Manager.

2. Procedure:

2.1. The parent or guardian must put the following information relating to the complaint in writing:

- description of the complaint or appeal
- state whether you wish to verbally present your case
- steps you have taken to deal with the complaint
- what you would like to happen to fix the problem and prevent it from happening again.

2.2. The parent or guardian will bring the complaint to the attention of the Childcare Manager.

2.3. If the complaint is not dealt with to the parent or guardian's satisfaction, it may be brought to the attention of the Centre Manager. The Manager will either deal with the issue personally or arrange for it to be dealt with by a Board of Management representative.

2.4. The parent or guardian will be given the opportunity to formally present their case.

2.5. All parties involved will receive a written statement of the outcomes, of all meetings conducted throughout the process, including reasons for the decision.

2.6. All documentation relating to the complaint/ complaints / appeals will be archived for audit purposes.

2.7. Should the issue still not be resolved to the parent or guardian's satisfaction, Pines Learning will make arrangements for an independent external person to resolve the issue. External authorities could include the DEECD.