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Grievance Policy

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES

Date Created: July 2005 Date to be reviewed: October 2022 Version No: 13

Policy Statement:

Yarrunga Early Learning Centre is committed to dealing effectively with grievances and disputes that occur within the Yarrunga community.

Background:

Yarrunga Early Learning Centre believes that communication is the cornerstone to a successful program. We will ensure that all members of the Yarrunga community are fully aware of all aspects of the Centre's operation which affect them. Open communication with all families will reflect the right to knowledge and understanding of Yarrunga and any related issues. Communication will aim at all times to be open, honest, respectful and confidential. All concerns will be treated confidentially and attended to in a timely and courteous manner.

Scope:

The Centre recognises that from time to time there may be cause for the Director, staff, parents, committee or community to voice concerns about issues arising at the Centre.

Relevant legislation:

Community Services (Complaints, Reviews and Monitoring) Act 1993 (CS-CRAMA)

NSW Industrial Relations Act 1996

Education and Care Services National Regulations.

Education and Care Services National Law Act 2010

Location of Information:

This information is available to families in the Parents Handbook, Policy Manuals and Staff Handbook displayed in the foyer and front office.

Reference sources:

https://www.cela.org.au/publications/member-resources/sample-required-policies/complaints-handling

Strategies:

**Informal Resolution of Grievances**

Initially any grievance raised will be approached in an informal manner. (Informal Procedure for Resolution of Grievance). If required, an appointment time with the Centre Director and/or President of the Management Committee Ivy Ellis (phone 0403 564 454) to discuss the grievance can be arranged.

**Formal Resolution of Grievances**  
In the event informal processes are unable to be used or informal processes fail to achieve a satisfactory outcome for any of the parties involved in the grievance, the formal process will then be used. Determining whether the grievance will be handled formally is at the discretion of the Director/President of Management Committee based on feedback from the concerned parties at the conclusion of the informal stage (Formal Procedure for Resolution of Grievance).

When a formal resolution of grievance is pursued, all interactions must be documented by the Director (Complaint form), signed (by Director and or parties involved), and a copy given to each party concerned.

Any allegation that the safety, health or wellbeing of a child has been compromised, or relating to a staff member, the details of action taken in response to a complaint will be recorded and kept in a confidential place.

**Regulatory Authority – ACECQA**

The Nominated Supervisor or Certified Supervisor will notify (within 24 hours of the complaint being made) ACECQA of a complaint that alleges:

A serious incident has occurred or is occurring while a child is being educated and cared for by Yarrunga.

The National Law and/or National Regulations have been contravened.

**The required Forms to be completed are:**

Notification of Complaints and Incidents (Other than serious Incidents) as required by the Education & Care Services National Regulations – through the National Quality Agenda IT System (NQA IT System). Log in to access the portal.

A scanned copy of the written complaint will be uploaded prior to submitting the form electronically.