

COMPLAINTS AND GRIEVANCES

Aim

The Little Village philosophy is all about connections made within a small community. We believe that good connections are heightened by good communication.

Open dialogue is not only encouraged at TLV, but it is an integral part of providing quality care for your child. All policies and procedures have been carefully created to ensure all villager's safety, privacy and respect are maintained at all times.

In recognising the importance of good communication, we have established guidelines for dealing with differences of opinion, complaints and grievances between all villagers including families, staff and management. The purpose of these guidelines is to also ensure that all complaints or grievances will foster reflection and therefore improvement in our practice.

National Quality Standard and Statutory legislation

Quality Area 6: Collaborative partnerships with families and communities.

Standard: 6.1: Respectful supportive relationships with families are developed and maintained.

Education and Care Services National Regulations. Regulations 176 2 (b)

Links to other policies

- Code of Conduct Policy
- Keeping of Records Policy

Sources

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2011: 168
- Work Health and Safety Act 2011





Strategy

COMMUNICATION IS KEY

In promoting effective communication and an environment where complaints and grievances can be freely discussed, The Little Village will:

- Foster positive relationships between Staff Villagers and families. We want to create relationships that transcend the hours your child attends TLV; we want to be there for you, whenever a problem occurs.
- Ensure that parents from non-English speaking backgrounds have appropriate support to express their grievances (for instance, access to translation services).
- Encourage parents to use the suggestion box located at the foyer/sign in area. Parents can make use of this to draw attention to their concerns, complaints or grievances felt, anonymously.
- Encourage parents to discuss minor concerns with a Staff Villager or management as soon as the issue arises, so that they can be dealt with immediately in a private and confidential manner.

PROCEDURE FOR COMPLAINTS

- Wherever possible, parents should raise concerns directly with the room coordinator as an informal complaint. Complaint should be addressed promptly and forwarded to Nominated Supervisor with actions already taken.
- If the parent wishes, they could document their concerns in writing (a formal complaint) addressed directly to the Director. It may be necessary for the staff member to provide written documentation of the parent's concerns. A meeting will be scheduled with the parent to discuss the matter freely, without judgment. We will aim to find a solution to address the situation and action will be promptly taken, where possible.
- The Director or Room Coordinator will monitor incident and ensure action has provided an adequate solution.
- In an event of informal or formal complaints or grievances, a record will be kept for further reflection and improvement of practices and procedures.
- In the event that the matter is not resolved to the satisfaction of the parents, it will be recommended they seek advice from The [NSW Early Childhood Education and Care Directorate](#), details are provided below.

- If a complaint is deemed serious, the nominated supervisor or Director must complete an NL01 – Notification of Complaint and Incidences (other than serious incidences) form and forward it to the Regulatory Authority within 24 hours of the complaint.

BEFORE MAKING A COMPLAINT CONSIDER THE FOLLOWING:

- Be clear with your concerns and know how you would like to resolve them – for open dialogue, we encourage you adopt a problem solving approach to the conversation.
- Be clear about where you stand on the issue and think about what you would be willing to compromise on, and what in your opinion is non-negotiable in the development of a solution.
- Be sure to choose an appropriate time and location to voice your concerns. It may not be constructive to hold the discussion in front of your child or other parents or children.
- Adopting a tactful and non-accusatory manner may help to reassure the Staff Villager that the concern is not personal.
- Take time to listen to the Staff Villager's point of view and make sure you clarify facts and feelings until you arrive at a common understanding of the problem.
- Let the management know if, in your opinion, if the situation improves and if you may wish to contact the Regulatory Authority.

CONTACT DETAILS

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