

DEALING WITH COMPLAINTS

1. Policy statement

Weldon Children's Services is committed to effective and efficient complaints management. We adopt a positive approach to handling complaints in a way that upholds the rights of natural justice, supports partnerships and ongoing communication with families and, most importantly, protects children's rights. We value the feedback of educators, staff, families, and the wider community. We recognise through receiving compliments and complaints about our services, together we can affect high-quality service provision. We have a complaint handling process that is documented and accessible to families, staff, students/volunteers, or anyone otherwise associated with the service. All stakeholders have the right to provide complaints and to have these managed fully, fairly, and within a reasonable time frame and will not be adversely affected by raising and lodging complaints. Resolving complaints at the earliest opportunity in a way that respects and values the person's feedback can be one of the most important factors in recovering the person's confidence about a service. It can also help prevent further escalation of the complaint. A responsive, efficient, effective, and fair complaint management system can assist an organisation to achieve this.

Any feedback or complaint received that is related to child safety or reportable conduct, or where staff suspect a child is at risk, they will implement the *Providing a child safe environment policy* and associated procedures immediately. Weldon will ensure that the *Dealing with complaints policy* and procedures are accessible and available in a variety of formats so that staff, families, community members and children know how to raise concerns, and that complaints are taken seriously and responded to promptly and thoroughly.

2. Background

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for dealing with complaints. Our *Dealing with complaints policy* is child focused which means that our children, educators, families, and the community can be confident that complaints and grievances are taken seriously and addressed effectively. The Guide to the National Quality Framework describes how an effective system for dealing with complaints confirms to children, educators, staff, families, and the community that complaints and grievances are taken seriously and investigated promptly, fairly, and thoroughly. Effective complaints management is an efficient way to consider and act on feedback from families and inform quality improvement (Element 7.1.2: Management systems). Complaints offer service leaders a valuable opportunity to improve the quality practices of their education and care. Each complaint can serve as a springboard for reflection on the service's processes, procedures, and practices, allowing for meaningful change.

All complaints will be initially assessed to determine whether they are a general or a notifiable complaint. When a complaint has been assessed as requiring notification to the Regulatory Authority, the approved provider must notify the Regulatory Authority of the complaint. The approved provider will investigate the complaint and take any actions deemed necessary, in

addition to responding to requests from, and assisting with any investigation by Regulatory Authority. There may be occasions when the complainant reports the complaint directly to the Regulatory Authority. The Regulatory Authority will investigate all complaints it receives about a service, where it is alleged that the health, safety or wellbeing of any child within the service may have been compromised, or that there may have been a contravention of the Education and Care Services National Law Act 2010 and the Education and Care Services National Regulations 2011. If the approved provider is notified by the Regulatory Authority of a complaint, the approved provider will still have responsibility for investigating and dealing with the complaint as outlined in this policy, in addition to co-operating with any investigation by the Regulatory Authority.

Compliments are expressions of praise, encouragement or gratitude about service, staff, management, and program. Compliments provide valuable feedback about the level of satisfaction with service delivery and are a valuable indicator of the effectiveness of a service. Compliments impart useful insights about the aspects of service that are most meaningful to children, families, and stakeholders, and provide an opportunity to recognise the efforts of staff, foster a culture of excellence and boost morale. Compliments may be received from anyone who comes in contact with Weldon services including parents/guardians, volunteers, students, members of the local community and other agencies.

3. Legislative requirements

Section/regulation	Description
Section 172	Offence to fail to display prescribed information
Section 174	Offence to fail to notify certain information to Regulatory Authority
Regulation 168	Education and care service must have policies and procedures
Regulation 170	Policies and procedures to be followed
Regulation 171	Policies and procedures to be kept available
Regulation 172	Notification of change to policies or procedures
Regulation 173	Prescribed information to be displayed - education and care service
Regulation 176	Time to notify certain information to Regulatory Authority
Child Safe Standard 1	Child safety is embedded in organisational leadership, governance, and culture
Child Safe Standard 2	Children participate in decisions affecting them and are taken seriously
Child Safe Standard 3	Families and communities are informed and involved
Child Safe Standard 6	Processes to respond to complaints or concerns are child-focused
Child Safe Standard 9	Implementation of the Child Safe Standards is continuously reviewed and improved
Child Safe Standard 10	Policies and procedures document how the organisation is child safe

4. Principles informed in this policy:

- Children's safety, health and wellbeing is our key priority. The best interests of children and their protection from harm and hazard is paramount.

- Child safety is embedded in organisational leadership, governance, and culture. We promote a culture that encourages feedback, including voicing concerns, and share this with families.
- Weldon takes complaints seriously and manages them in a confidential, timely, transparent, and meaningful way.
- Children’s rights are understood and respected. Processes to respond to complaints and concerns are child focused and children’s needs are prioritised when responding to complaints.
- Educators support children’s developing verbal and non-verbal communication to indicate to others when something is wrong, e.g., if they are hurt.
- Children are provided with child friendly ways to make a complaint, e.g., through drawing or small group discussions immediately following an incident. Providing children with opportunities to engage in these conversations will also help support their developing understandings of social justice and advocacy for others.
- Educators ensure children know who they can go to for help or with a concern when they need to, and that they won’t get in trouble for doing so.
- In line with regulatory requirements, we notify the regulatory authority of any complaints alleging the occurrence of a serious incident or contravention of the Education and Care Services National Law. The reporting of abuse is not obstructed or prevented.
- Educators, volunteers, and students are aware of their obligations as mandatory reporters.
- Our families are integral to our service. We welcome their input into all aspects of our service’s operation, including any complaints they may have. Families are provided with opportunities to be actively involved in the service, with meaningful opportunities to provide input into service decisions.
- We recognise that families, educators, staff, and the community need to feel confident that any concerns or issues they may raise will be handled promptly and professionally.
- We ensure families are aware of management teams within the organisation and their roles, as well as the roles and responsibilities of the staff at the service. Weldon ensures that families know and understand their rights and clearly display the complaints process to families.
- We welcome complaints as an opportunity to enhance the quality of our education and care practices. We reflect on each complaint received, identifying any issues or areas of improvement for our service.
- Weldon follows the principles of social and natural justice through inclusive practices that respect and support people from a diverse range of backgrounds including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with additional support needs.
- Weldon will act in line with the Commonwealth Ombudsman’s Better practice complaint handling guide.

5. Key terms

Term	Meaning	Source
ACECQA – Australian Children’s Education	The independent national authority that works with all regulatory authorities to administer the National Quality Framework, including the provision of	acecqa.gov.au .

and Care Quality Authority	guidance, resources, and services to support the sector to improve outcomes for children.	
Complaint	Expression of dissatisfaction made to or about an organisation, related to its products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.	Australian and New Zealand Standard Guidelines for complaint management in organisations – AS/ NZS 10002:2014
Complaints handling	Effective resolution of a problem before it becomes worse and providing a remedy.	Commonwealth Ombudsman – Better practice complaint handling guide
Investigation	A formal and systematic inquiry to establish facts about a complaint by collecting, documenting, examining, and evaluating evidence. An investigation is not an end. Throughout an investigation, the investigator should keep an open mind about the possible outcomes of the investigation, such as education, compliance action, or a decision not to pursue the matter.	Guide to the NQF (Regulatory Authority Powers – Monitoring, compliance, and enforcement)
Personal information	Information or an opinion about an identified individual, or an individual who is reasonably identifiable: a. whether the information or opinion is true or not; and b. whether the information or opinion is recorded in a material form or not.	Privacy Act 1988 (Cth)

6. Links to other policies

The following policies may be linked to this policy:

- Incident, injury, trauma, and illness
- Providing a child safe environment
- Staffing
- Interactions with children
- Enrolment and orientation
- Governance and management

7. Induction and ongoing training

- Induction and ongoing training will be implemented, focusing on this policy and related procedures.

- Information will be shared with relief/ casual and educator assistants on induction and as relevant to the environments that they are working in, their shift responsibilities and the children in their care.
- Procedures and clear expectations about conducting assessments are part of Nominated Supervisor/Responsible Person induction training, and regularly reviewed at staff meetings.

8. Monitoring, evaluation, and review

This policy will be monitored to ensure compliance with legislative requirements and unless deemed necessary through the identification of practice gaps, the service will review this Policy every two years.

Families and staff are essential stakeholders in the policy review process and will be given opportunity and encouragement to be actively involved.

In accordance with R. 172 of the Education and Care Services National Regulations, the service will ensure that families of children enrolled at the service are notified at least 14 days before making any change to a policy or procedure that may have significant impact on the provision of education and care to any child enrolled at the service; a family's ability to utilise the service; the fees charged or the way in which fees are collected.

Policy created:	February 2024	
Review Date	Assignee	Notes
January 2026	Lauren Roberts	

DEALING WITH COMPLAINTS PROCEDURES GUIDELINES

1. Title

Dealing with complaints procedures

2. Reference to policy and philosophy

Refers to the Dealing with complaints policy. These procedures will also reflect the service philosophy, the Child Safe Standards and evidence-based quality practice guidelines.

3. Procedures

These procedures will be kept

Templates and documents that might be required and/or used as a part of the procedures include:

- Complaints record

Systems to monitor the implementation of the procedures include:

- accessibility - policies and procedures are readily available and accessible to staff as required.
- induction and training – staff are given adequate onboarding and ongoing support to ensure up-to-date knowledge and skills with a thorough understanding of responsibilities.
- quality assurance and governance - policies and procedures are regularly reviewed and maintained.
- monitor and audit compliance - implementation of policies and procedures is regularly monitored to ensure staff are following them correctly.
- reformative action - non-compliance with policies and procedures is promptly addressed.
- resourcing and support - adequate resources and time are allocated to enable staff to comply with policies and procedures.
- communication with families - parents will be made aware of the requirements of the policy and the importance of keeping authorisations up to date.

4. Roles and Responsibilities

Roles	Responsibilities
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<p>Approved Provider</p>	<ul style="list-style-type: none"> • establish a strong organisational culture that puts child safety at the centre. • ensure that obligations under the Education and Care Services National Law and National Regulations are met. • ensure the name and contact number of the person to whom complaints can be made is clearly displayed at the service. • ensure that the regulatory authority is notified in writing within 24 hours of any complaints alleging that a serious incident has occurred at the service or that the Education and Care Services National Law has been breached. • develop a complaint handling process that is focused on the best interests of the child and is not subject to bias due to concern about the organisation’s reputation. • facilitate opportunities for verbal complaints as well as written one e.g., ensure children know they can talk to their educators about anything that concerns them. • have a child friendly version of the reporting policy. • discuss the complaint with the complainant and make notes from the meeting or discussion. • promote a culture that encourages feedback, including voicing concerns, and share this with families. • ensure the inclusion of policies and procedures for managing complaints alleging that a child is exhibiting harmful sexual behaviours. • ensure policies and procedures dealing with complaints include matters relating to the provision of a complaint handling system that is child focused. • take reasonable steps to ensure that nominated supervisors, educators and staff follow the Dealing with complaints policy and procedures. • ensure the complaints handling process is documented and accessible to families, staff, students/volunteers, or anyone otherwise associated with the service. • ensure that copies of the policy and procedures are readily accessible to nominated supervisors, educators, and staff, and available for inspection. • ensure educators, staff, volunteers, and students are well informed about their individual child protection responsibilities, reporting and privacy obligations and processes for responding to disclosures. • ensure staff and volunteers and students know about their obligations as mandatory reporters. • provide information about the complaints handling process or grievance procedures in a variety of forms, for example, posters, social media, website or in newsletters. • include a feedback link on the website and email signature. • keep up to date with technology to find new ways of receiving and handling complaints that can be included in the complaints handling process.
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	<ul style="list-style-type: none"> • notify families at least 14 days before changing the policy or procedures if the changes will: <ul style="list-style-type: none"> • affect the fees charged or the way they are collected or • significantly impact the service’s education and care of children or • significantly impacts the family’s ability to utilise the service. • regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly, and thoroughly. • ensure that complaints result in reviews of relevant policies, procedures, and practices.
<p>Nominated Supervisor/ Responsible Person</p>	<ul style="list-style-type: none"> • regularly communicate with the team about the service’s commitment and collective responsibility for child safety. • ensure that regulatory obligations are met in relation to dealing with complaints. • implement procedures for dealing with complaints. • inform families and the broader service community of the Dealing with complaints policy and procedures. • discuss the complaint with the complainant. • ensure the approved provider is aware of the complaint, if it is a notifiable complaint, or if a complaint cannot be resolved. • ensure the complaint is documented. • work co-operatively with the approved provider, educators, staff and/or the complainant during the investigation or resolution of a complaint. • report complaints to the NSW Department of Education through the NQA ITS portal and continue to liaise with the NSW Department of Education to provide any new information and next steps. • consider if reports to other agencies (NSW Police, the NSW Office of the Children’s Guardian’s Reportable Conduct Scheme, or the NSW Department of Communities and Justice) are required as the review and investigation of the complaint takes place. • ensure educators, staff, volunteers, and students are well informed about their child protection responsibilities and reporting and privacy obligations. • ensure educators, staff, volunteers, and students are well informed about the different ways children express concerns or distress and disclose harm, as well as processes for responding to disclosures from children. • regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly, and thoroughly. • ensure that complaints result in reviews of relevant policies, procedures, and practices.
<p>Educators</p>	<ul style="list-style-type: none"> • empower children to take part in discussions to support their understanding of personal safety within the service. • engage in open, two-way communication with families and communities about the service’s child safety approach. • understand and implement the Dealing with complaints policy and procedures.

	<ul style="list-style-type: none"> • report all complaints received to the nominated supervisor and/or approved provider promptly so timeframes can be adhered to. • support the nominated supervisor and approved provider in the investigation and/or resolution of complaints. • understand and are aware of child protection law and their individual responsibilities. • be aware of the different ways children express concerns or distress and disclose harm, as well as the processes for responding to disclosures from children. • provide child friendly ways to make a complaint, for example, through drawing or small group discussions immediately following an incident, i.e. after a social altercation. Providing children with opportunities to engage in these conversations will also help support their developing understandings of social justice and advocacy for others. • support children to know who to talk to if they are feeling unsafe and understand the complaint handling processes. • ensure children’s needs are prioritised when responding to complaints. • support children’s developing verbal and non-verbal communication to indicate to others when something is wrong, e.g., if they are hurt. This will lay the foundations for children to begin to communicate when things are not right in other situations. • pay attention to changes in a child’s behaviour and reactions to different staff members as this can indicate the child’s preferences or that there could be something wrong. • consult with children about the ways they would feel most comfortable if they had to make a complaint and offer a variety of avenues including written and verbal complaints.
Families	<ul style="list-style-type: none"> • be aware of the Dealing with complaints policy and procedures. • provide feedback on the organisation’s policies and practices. • raise any issues or complaints in line with the policy and procedures. • co-operate with service representatives dealing with complaints.

Procedures

Preparing for and dealing with complaints	
Legislation	Act: 172, 174, 174A
Quality Areas	Regs: 143B, 168, 169, 170, 171, 172, 173, 173A, 176
Child Safe Standards	QA: 2, 4, 5, 6.1, 7.1.2, 7.2.1 CSS: 1, 2, 3, 4, 5, 6, 7, 9, 10
Steps	Making a Complaint <ul style="list-style-type: none"> • guidelines detailing the complaint procedure are available in the parent handbook, staff handbook and are also displayed at the service.

	<ul style="list-style-type: none"> • families, children, and educators may make a complaint directly to educators, the Nominated Supervisor or Approved Provider. • educators will discuss complaints procedures with children and encourage them to raise any issues they have. <p>Direct Complaints</p> <ul style="list-style-type: none"> • families can make a complaint directly to the Regulatory Authority where the complaint alleges that: • the safety, health or wellbeing of a child was or is being compromised while the child is being educated and cared for by the approved education and care service. • the relevant legislation has been contravened. • contact details for the Regulatory Authority are available in the parent handbook and displayed at the service. <p>Responsiveness</p> <ul style="list-style-type: none"> • all complaints will be acknowledged and responded to as soon as practicable. • complaints will be dealt with in a timely manner, and complainants will be kept informed about the progress of their complaint and anticipated timeframes. • allegations of suspected harm or risk of harm to a child or possible victims of crime will be actioned immediately by reporting to the relevant agency. • complaints alleging that a child is exhibiting harmful sexual behaviours will be actioned immediately by reporting to the relevant agency and complainants will be kept informed about the actions being taken regarding the complaint. <p>Managing a Complaint</p> <ul style="list-style-type: none"> • when a complaint is received, the person to whom the complaint is addressed will: <ul style="list-style-type: none"> • inform the complainant of the service's Dealing with complaints policy. • Listen openly to the concerns being raised by the complainant, be empathetic and ask the person what outcome they are seeking. • where possible complaints will be dealt with immediately. • it is expected that grievances should initially be discussed with the person concerned and try to have the grievance resolved on an informal level. • every effort should be made to resolve the grievance at this level before moving on to the following steps. • the complainant will be provided with clear advice about the process, the time the process should take and set clear expectations. • assess the complaint for severity, safety, complexity, impact, and the need for immediate action.
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	<ul style="list-style-type: none"> • inform the approved provider if the complaint is a notifiable complaint or is unable to be resolved appropriately in a timely manner. • comply with the service's Governance and management policy with regard to all meetings/discussions in relation to a complaint to ensure privacy and confidentiality is maintained. • properly, fairly, confidentially, and impartially investigate the complaint including: <ul style="list-style-type: none"> • thoroughly investigating the circumstances and facts and inviting the affected parties to provide information and respond where appropriate. • inviting the complainant to have a support person present during an interview. • providing all affected parties with a clear written statement (letter, email, SMS) of the outcome of the investigation within 7 working days of receiving the complaint. • maintaining appropriate records of the investigation and outcome and storing those records confidentially and in compliance with the Governance and management policy. Unsubstantiated complaints against educators/staff may be retained on file if the person has been given the opportunity to record a comment on the documentation. • monitor ongoing behaviours of involved parties and provide support as required. • ensure the parties are protected from victimisation. • depending on the circumstances, the approved provider may appoint an investigator(s) to investigate the matter. • all complaints will be documented, and any legal requirements considered. • track complaints to identify recurring issues in the service. • request feedback on the complaints process. <p>Complaints that must be notified to Regulatory Authority</p> <ul style="list-style-type: none"> • the Approved Provider or Nominated Supervisor will notify the regulatory authority through the online NQA ITS: • within 24 hours of any complaints alleging that a serious incident has occurred or is occurring while a child was or is at the service. • within 24 hours of any complaints that the National Law has been breached or alleging that the safety, health, or wellbeing of a child was or is being compromised. • within 7 days of any allegation that physical or sexual abuse of a child has occurred or is occurring while the child is at the service. <p>Complaints investigator responsibilities and procedures</p> <ul style="list-style-type: none"> • in the event of a complaint being referred to an investigator, they will: <ul style="list-style-type: none"> • disclose any conflict of interest relating to the complaint. • consider the nature and the details of the complaint. • identify which service policies (if any) the complaint involves.
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	<ul style="list-style-type: none"> • inform the approved provider if their involvement is required. • maintain appropriate records of the information and data collected, including minutes of meetings, incident reports and copies of relevant documentation relating to the complaint. • respect the confidential nature of information relating to the complaint. The approved provider and the investigator must handle any complaint in a discreet and professional manner. • store all written information relating to complaint securely and in compliance with the service's Governance and management policy. • when investigating the complaint and gathering relevant information, the complaint investigator will: <ul style="list-style-type: none"> • meet with individual witnesses and give right of reply to the person against whom the allegations are made in relation to any accusation or information relating to an alleged incident. • offer the complainant the opportunity of meeting with the investigator to discuss the complaint and provide additional information where relevant. • document the time, date, and detail of meetings/discussions, and follow this up with a letter to the complainant outlining the information discussed. • be available to meet with Regulatory Authority staff, if required, and provide additional information as requested. • review relevant information and documents. • obtain any other relevant information or documentation that will assist in resolving the complaint. • seek advice, where appropriate, from individuals and organisations that may be able to assist in resolving the complaint.
Strategies for monitoring	<ul style="list-style-type: none"> • Make sure the policy and procedures are available for all to access. • Ensure procedures are part of Nominated Supervisor and educator induction training and are regularly reviewed at staff meetings. • Ensure policies and procedures are regularly reviewed and maintained. • Nominated supervisors are to regularly monitor to ensure staff are implementing policies and procedures correctly. • Non-compliance with policies and procedures is promptly addressed. • Consider creating a checklist of the things that the person responsible for communicating with the complainant should discuss at each stage of the process. • Ensure all educators and other staff understand their responsibilities in relation to complaints, as well as the processes for responding to disclosures from children. • Ensure that the complaints policy and procedures are discussed with families as part of enrolment and orientation. • Ensure that the provision of the complaint handling system is child focused, with processes for children to understand who to talk to if they are feeling unsafe and know what will happen if they do. • Provide training in investigation best practice to the individuals who will be asked to lead as part of their role/ responsibilities.

	<ul style="list-style-type: none"> • Ensure that educators, staff, volunteers, and students are aware of their responsibilities under child protection law and gain an understanding of the different ways children express concern or disclose harm. • Consider what complaints may require an external investigation (if a conflict of interest exists or if no one at the service holds the requisite skills). • Adequate resources and time will be allocated to enable staff to comply with policies and procedures. • Meeting agendas and minutes show child safety is a standing agenda item.
Related policies/ procedures	<p>Policies:</p> <ul style="list-style-type: none"> • Incident, injury, trauma, and illness • Providing a child safe environment • Enrolment and orientation • Governance and management • Staffing <p>Procedures:</p> <ul style="list-style-type: none"> • Resolving complaints • General governance and management • Records and confidentiality • Notifications and reporting
Implemented by:	<p>Approved Provider</p> <p>Nominated Supervisor/Responsible Person</p> <p>Educator</p>
Created/ reviewed:	Review responsibility: Approved Provider

Resolving complaints	
Legislation	Act: 174, 174A
Quality Areas	Regs: 143B, 168, 169, 170, 171, 172, 176
Child Safe Standards	QA: 2.2, 6.1, 7.1.2 CSS: 1,2, 3, 4, 5, 6, 7, 9, 10
Steps	<p>Outcomes</p> <ul style="list-style-type: none"> • depending on the nature of the complaint and the investigation, possible outcomes may include: <ul style="list-style-type: none"> • an apology and a commitment the certain behaviours will not be repeated and will be monitored. • education and training in legislation, policy, procedures, or practices.

	<ul style="list-style-type: none"> • modifying service policies and procedures. • developing and implementing new policies, procedures, and practices. • providing improved active supervision. • providing assistance in accessing relevant counselling services. • disciplinary procedures including a verbal or written warning, termination of employment or transfer to a different position in the organisation. <ul style="list-style-type: none"> • Outcomes will take into consideration: <ul style="list-style-type: none"> • industrial relations principles and guidelines. • procedural fairness. • the number of complaints. • previous opportunities given to an employee to adhere to policies or procedures or change behaviour. • the opportunities given to the employee to respond to the allegations. • the seriousness of the complaint and whether it impacted the safety and welfare of children, employees, volunteers, students, parents, visitors. • whether a policy, procedure, or complaint is reasonable. <p>Follow Up and Review</p> <ul style="list-style-type: none"> • each complaint will be viewed as an opportunity for improvement. • after the complaint has been dealt with the service will: <ul style="list-style-type: none"> • meet to discuss the information gathered and determine further action, including generating recommendations to be presented to the approved provider. • ensure that any recommendations or actions are in accordance with relevant legislation. • advise the complainant and other relevant parties of any decisions made by the approved provider in relation to the complaint. • analyse the complaint to determine if any policy or procedural changes need to be implemented. • follow through to determine that complaints and grievances have been successfully resolved to everyone's satisfaction. • families will be contacted to determine if they were satisfied with the way the issue was resolved. • educators will be consulted about the outcome from an operational viewpoint. <p>Feedback</p> <ul style="list-style-type: none"> • the complainant will be provided with: <ul style="list-style-type: none"> • an explanation of what will be done to address the issue, who will do it, and how the organisation/service will communicate progress. • an explanation of the reasons for any decisions. • a sincere apology if the service/organisation has failed to meet its obligations.
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	<ul style="list-style-type: none"> • an explanation of the circumstances without making excuses. • a summary of key actions that will be taken. • regular updates. • alternative complaint resolution pathways and review mechanisms. <p>Improvement</p> <ul style="list-style-type: none"> • the complaint management process will be used as a mechanism to gather and record feedback to: <ul style="list-style-type: none"> • meet any statutory, policy or procedural reporting requirements. • improve the training and capabilities of staff, including those who manage complaints. • analyse the complaint data and identify areas for improvement. • monitor the time taken to resolve complaints. • complaints will be viewed as an opportunity for improvement and all staff will demonstrate positive attitudes towards dealing with complaints and display respect for complainants. • the organisation is committed to quality service provision and encourage feedback to evaluate what is and isn't working well.
Strategies for monitoring	<ul style="list-style-type: none"> • Make sure the policy and procedures are available for all to access. • Ensure procedures are part of Nominated Supervisor and educator induction training and are regularly reviewed at staff meetings. • Ensure policies and procedures are regularly reviewed and maintained. • Nominated supervisors are to regularly monitor to ensure staff are implementing policies and procedures correctly. • Non-compliance with policies and procedures is promptly addressed. • Create a process to inform complainants of the outcome of a complaint or investigation. • Create a system to reflect on the outcomes of complaints and any changes that may have resulted. • Consider processes for identifying goals and strategies for inclusion in the Quality Improvement Plan. • Adequate resources and time will be allocated to enable staff to comply with policies and procedures. • Meeting agendas and minutes show child safety is a standing agenda item. • Seek regular feedback from families about the effectiveness of the complaints handling process.
Related policies/ procedures	<p>Policies:</p> <ul style="list-style-type: none"> • Incident, injury, trauma, and illness • Providing a child safe environment • Governance and management <p>Procedures:</p> <ul style="list-style-type: none"> • Preparing for and dealing with complaints • General governance and management

	<ul style="list-style-type: none"> • Records and confidentiality • Notifications and reporting
Implemented by:	<p>Approved Provider</p> <p>Nominated Supervisor/Responsible Person</p> <p>Educator</p>
Created/ reviewed:	Review responsibility: Approved Provider