## Complaints and Grievances Policy



Policy Relevant to: All Staff Last Reviewed: August 2019 Next Review: August 2022

NQF Reference: National Law section 172 (f)

National Regulations 168, 173

NQS 6, 7

#### Purpose:

Adventure Patch welcomes each complaint/grievance as a means of improving its services, building open positive relationships between the service and its stakeholders.

Everyone has the right to a positive and sympathetic response to their concerns. Solutions will be sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of:

- Procedural fairness and natural justice.
- Ethical conduct.
- A service culture free from discrimination and harassment.
- The opportunity for review and further investigation.

All complaints and grievances will be dealt with in a prompt and confidential manner that:

- Is clear and transparent.
- Promotes procedural fairness, natural justice and positive conflict resolution.
- Encourages the development of harmonious partnerships.
- Is free from discrimination and harassment.
- Allows all a voice and values the opportunity for others to be heard.
- Ensures that conflicts and grievances are mediated fairly, allowing the opportunity for review and further investigation when needed.

# Complaints and Grievances Policy



### **Complaints Flowchart**

#### Level 1

Raise the issue directly with the person concerned. (eg educator or staff member)

If unresolved, go to the next level

#### Level 2

Discuss concerns with Room Coordinator or OSHC Service Coordinator.

If unresolved, go to the next level

#### Level 3

Discuss concerns with Director.

If unresolved, go to the next level

#### Level 4

Discuss concerns with CEO.

If unresolved, go to the next level

#### Level 5

Write to the Board: Board of Governance Adventure Patch PO Box 64 Blackmans Bay 7052.

Unresolved complaints relating to provision of care should be referred to the Education and Care Unit on 1300 135 513

Unresolved complaints relating to Child Care Benefit or funding issues should be referred to DEEWR on 1300 363 079