

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, and building open positive relationships between the service and its stakeholders as part of a comprehensive framework of governance and accountability for optimum service provision. A complaint means: and expression of dissatisfaction made verbally, in writing or by electronic media platforms to Adventure Patch, related to its services

Complaints will be treated as private within the boundaries of AP Privacy Policy.

Solutions will be sought to resolve all disputes, issues or concerns in an accountable transparent, timely and meaningful way 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.
- Adventure Patch values.
- Consistent treatment of complaints
- Strengthening our service delivery

All complaints and grievances will be dealt with in a timely 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.
- Enabling analysis of information about complaints as part of a continuous process of organisational review and improvement.

The Complaints flowchart provides a visual as to what steps are taken when a complaint is made. To be clear:

- A complaint may need to be escalated if the complainant feels their complaint has not been resolved.
- A complaint may need to be escalated if the complainant doesn't feel able to raise it with the designated person. For example the compliant maybe with that person, they may not feel comfortable with person allocated.
- Escalation through to level 4 should address the issue itself.
- Escalation to the Board should be about the process of how the complaint was dealt with. The Board will consider whether appropriate governance and protocol has been observed.

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, Assistant Director or OSHC Coordinator
If unresolved, go to the next level

Level 3

Discuss concerns with the Director
If unresolved, go to the next level

Level 4

Discuss concerns with the Chief Operating Officer
If unresolved, go to the next level

Level 5

Discuss concerns with the Chief Executive Officer
If unresolved, go to the next level

Level 6

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

Unresolved complaints regarding the provision of care should be referred to the Education and Care Unit on (03) 6165 5425 or ecu.comment@education.tas.gov.au

Unresolved complaints relating to Child Care Subsidy or funding issues should be referred to the Commonwealth Department of Education on 1300 363 079

