



Nurturing your joy

Childcare | Kindergarten | OSHCare

POLICY AND PROCEDURE

Document Name:	Family and Community Feedback and Grievance
Review Dates:	10/01/2020; 05/11/2021; 30/03/2022; November 2024; 13/05/2025
Review Cycle:	Every 3 years
Approved By:	Director
Approval Date	31/05/2019; 19/11/2021; 13/05/2025

FAMILY COMPLAINTS AND GRIEVANCE POLICY

1. POLICY STATEMENT AND PURPOSE

Consistent with our Vision, Mission and Values, services managed by Catholic Early Learning and Care will treat all feedback from families and the community in a constructive and thoughtful manner which is respectful of the dignity of the individual and community values.

Catholic Early Learning and Care acknowledges the importance of open communication with parents/guardians of children in care. Services endeavour to investigate and resolve grievances in a timely and transparent manner.

2. APPLICATION

This procedure applies to all Catholic Early Learning and Care Services in the Diocese of Cairns.

3. PROCEDURE

Documenting Complaints and Grievance

Nominated Supervisor responsibilities:

- Follow the process for managing complaints, including:
 - Ensure every complaint is managed in a timely manner and is an opportunity for quality improvement. This may involve sending an initial response of acknowledgement and following up with further detail later.
 - Addressing and investigating complaints and grievances.
 - Documenting complaints and grievances.
 - Communicate information on the process to families through enrolment and orientation processes and information.
 - Provide families with contact details for putting forward a complaint.
 - Ensure all complaints and serious incidents are accurately documented and stored securely.
 - Ensure all complaints and sensitive incidents are handled privately and with respect.
 - Notify Operations Manager as soon as possible of the following:
 - any serious incident at the service.
 - any complaints alleging that a serious incident has occurred or is occurring while a child was or is being educated and cared for by the approved education and care service; or

- Operations Manager ensures Regulatory Authority is notified through lodging the completed report online via **ACEQA NQA ITS Portal** via **C01 Notification of Complaints within 24 hours of the complaint or incident occurring**.
- The Complaint and Grievance Policy is available on the CELC website, which can be accessed through the OWNA App.

Parent/Guardian Grievances:

- On enrolment, the parents/guardians are given written information that encourages them to develop open communication with the staff, and informs them of their rights to contact the Nominated Supervisor, the CELC Operations Manager and the relevant government agencies if they have any concerns in relation to the operation of the service or the care of the children. There is also a sign displayed at each service with this information.
- Confidentiality and respect for the dignity of all those involved in any grievance procedure must remain a priority in all interactions between parties throughout the resolution process.
- If the parents/guardians have any concerns with the Service they are asked to address the concern, in writing, to the Nominated Supervisor, of the local service.
- If the parents/guardians have any concerns with the Nominated Supervisor they are asked to address the concern, in writing, to the Operations Manager Catholic Early Learning and Care, at Catholic Early Learning & Care PO Box 625, Cairns Q 4870 or email admin@cclc.catholic.org.au
- If the parents/guardian's concern is with a staff member:
 - They are encouraged to raise the matter with the Nominated Supervisor. If their concern is not resolved, the Parents/Guardians may contact the CELC Operations Manager at the above address.
 - The Operations Manager will advise the Director, Catholic Early Learning and Care.
 - In the event that the parents/guardians are not satisfied with the outcome, they may contact the Office of Early Childhood Education and Care – details are available on the feedback poster displayed in the service.
- Catholic Early Learning and Care and service staff will ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a child or their family. Training will be provided to staff to support this.
- All staff will treat any complaint by parents/guardians concerning unlawful discrimination sympathetically, seriously and confidentially.

Community Grievances:

- Catholic Early Learning & Care encourages open communication with the local community. All grievances and feedback will be filed. Records will be reviewed and any improvements concerning systems or behaviour will be documented in the service's Quality Improvement Plan for further action.
- Confidentiality and respect for the dignity of all those involved in any grievance procedure must remain a priority in all interactions between parties throughout the resolution process.
- If a member of the local community, including a school or parish representative has any concerns with the service they are asked to address the concern in writing to the Nominated Supervisor of the service.
- If a member of the local community has any concerns with the Nominated Supervisor they are asked to address the concern in writing to the Catholic Early Learning and Care Operations Manager PO Box 625, Cairns QLD 4870 or e-mail admin@cclc.catholic.org.au
- If the community member's concern is with an educator, they are encouraged to raise the matter with the Nominated Supervisor. If their concern is not resolved, they can contact the CELC

Operations Manager at the above address. The Operations Manager will advise the Director, Catholic Early Learning and Care.

Recommended Process for Parent Concerns and Community Grievances

1. Try to identify the problem clearly before contacting the OSHC. If there is more than one problem, list them to ensure that the extent of the problem is clear.
2. Decide whether the problem is a concern, enquiry or a complaint - this will help in finding a solution.
3. Make an **appointment** to meet with the **Nominated Supervisor**. The best way to do this is to contact the Service to arrange a mutually convenient time for a telephone call or a meeting. The Nominated Supervisor is best placed to begin listening to your concern, gathering information and liaising with other staff, if required.
4. If you do not feel after your meeting that the problem has been resolved, or if you have a complaint about a staff member, contact admin@cclc.catholic.org.au to arrange a meeting with the Operations Manager for that Service.
5. Try to stay calm when discussing your problem. Even if you don't feel it, being calm will help you get your concerns across more clearly than if you are upset or angry. If it will help, take someone with you.
6. Remember, staff are committed to resolving any issues that parents might have regarding their children and will discuss with you actions that might be taken regarding your concerns.
7. If you do not believe the problem has been resolved, or if your complaint is serious, send your complaint in writing to the Director of CELC via email admin@cclc.catholic.org.au

In Queensland, if you believe a public entity has breached your human rights, you must first make a complaint to that entity. They have 45 business days to respond. If you are unhappy with their response or they don't respond within 45 business days, you can then lodge a complaint with the [Queensland Human Rights Commission \(QHRC\)](#).

4. BREACHES OF THIS POLICY

Appropriate disciplinary action will be taken against a person who is found to have breached the requirements contained within this document. Action taken will depend on the nature and circumstance of each breach and could include: requirement to complete further training; an official warning and note on the individual's personnel file; a formal written and/or verbal apology; counselling; demotion; transfer; or suspension or dismissal for very serious matters.

5. ENQUIRIES

Catholic Early Learning and Care, Director – admin@cclc.catholic.org.au

6. SEE ALSO

- Feedback Poster
- Code of Conduct Parents/Guardians
- Employee Grievances and Feedback
- Education and Care Services National Regulations 2011
- Education and Care Services National Law Act 2010
- The National Quality Standards for Early Childhood Education and Care 2018

7. APPROVAL



Alison Forster
Director Catholic Early Learning and Care

Date: 14/5/2025