

Complaints

Policy Statement

We believe that children, families, staff, partner schools and stakeholders have an important role in reviewing our service and we value their comments. We aim to ensure that parents feel free to communicate any concerns they have in relation to the service, staff, management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Policy Considerations

- Community Services Complaints, Appeals and Monitoring Act, 1994.

Procedure

- We will support rights of children, families, staff, partner schools and stakeholders to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything which is considered unfair or which makes someone unhappy with the service.
- Any complaints or grievances can be made:
 - a. Verbally to our staff (all confidential conversations with the complainant will take place in a quiet place away from children and others not involved) and / or
 - b. In writing to the service Coordinator
- Complaints can also be made directly to the management team via email or anonymously through the Kids Biz website.
- Acknowledgement of complaints should occur within 1 business day and responses should be provided within a week of the initial complaint being lodged.
- Complaints are to be recorded and dated indicating the issue of concern and how it was resolved.
- The Team Leader/Coordinator will inform the complainant of what action has been taken regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, written advice will be provided.
- All complaints and grievances will be treated as confidential and due discretion applied by all those involved.
- Complaints will be communicated with the school, Education Directorate or Catholic Education office as needed.
- Serious complaints should be immediately taken to the management team, partner schools and the ACT regulatory authority.
- At all times the right to air complaints or grievances will be respected and no discrimination will be applied as the result of the complaint.

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Reviewed by:	Sarah Maple	Approved by:	Courtney Tanner

Kids Biz Holidays & Sports OSHC Policies & Procedures

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