

DEALING WITH COMPLAINTS POLICY

NQS 6.1.2, 7.1.2 February 2018; Regulation 168 (2) (o) Version 1.12

Preamble

At Roxby Downs Children's Centre we believe parents are partners in the education of children. Regular two-way communication between parents/carers and the Centre is essential in helping children achieve their potential. Our Centre is committed to ensuring that anyone with parental responsibilities for a young person can raise a concern or complaint, with confidence that it will be heard and responded to in an appropriate and timely fashion.

Guiding Principles

Safety of children is always the first priority. Our procedures are underpinned by the following principles:

- All persons at Roxby Downs Children's Centre including children, parents, staff and volunteers have the right to be treated with respect and courtesy in accordance with our values.
- Parents have the right to raise concerns and make enquiries or complaints about any aspect of Children's Centre life.
- Information about how, where and to whom complaints can be made should be visible and accessible through Centre procedures.
- Complaints will be acknowledged and addressed promptly within specified timeframes.
- Individual complaints will be assessed objectively and without bias using principles of natural justice.
- The rights and responsibilities of all parties will be considered and balanced in attempting to find a mutually acceptable outcome to complaints.
- The confidentiality of all parties will be maintained wherever possible.

Roxby Downs Children's Centre is committed to ensuring the delivery of a high quality education and care service, however the Governing Council and staff team acknowledge that misunderstandings or concerns can arise. We will ensure that there is an effective complaints management system that supports the educational attainment and wellbeing of children and young people. We are open to receiving complaints from children, young people, parents, families and members of the community as a means of promoting continuous improvement. The Children's Centre staff will make every effort to resolve complaints, preferably at the local level, in accordance with policy, procedures and guidelines. Where the Children's Centre is unable to resolve complaints internally, complainants will be provided with information about their avenues for seeking resolution and/or appeal externally. Emails should be directed to DECD.EducationComplaint@sa.gov.au.

The Children's Centre encourages parents to initially raise their concern with the relevant Roxby Downs Children's Centre staff member. If the issue is unable to be resolved through a discussion with the relevant staff member, then the issue may be discussed with the Director. Parents may choose to write to the Director (who will then acknowledge receipt of the complaint with a written response as soon as possible) or phone the Children's Centre on 8671 0455 to make a time to meet with the Director.

If the complaint has not been resolved by the Children's Centre, the parent may contact the Education Complaint Unit Hotline on 1800 677 435 for information, advice and support. Parents can expect that they will hear of a decision within 35 working days.

When raising a concern or complaint with staff, parents can expect to:

- Be treated with respect, courtesy and consideration
- Have the complaint dealt with in a confidential and timely manner
- Have the complaint considered impartially
- Be kept informed of the process and outcome of their complaint

Roxby Downs Children's Centre staff team request that when making a complaint parents will:

- Treat other parties with respect, courtesy and maintain confidentiality
- Raise the concern or complaint as soon as possible after the issue has arisen
- Provide complete and factual information about the concern or complaint
- Ask for assistance or further information as needed
- Act in good faith to achieve an outcome acceptable to all parties
- Have realistic and reasonable expectations about what course of action is required to resolve the concern or complaint.

PROCEDURE

Step 1: Talk to us

If your concern or complaint relates to an issue concerning your child's education or experiences you should talk to the teacher as soon as possible.

You may prefer to organise a mutually convenient time to meet the teacher rather than discuss the issue via a telephone conversation. You are welcome to ring a support person with you if you wish. The role of the support person is to provide you with advice and support during the process and not to ask or answer questions on behalf of any of the parties or interfere with the discussion.

Our staff will, following a direct complaint:

- Listen to the complaint
- Record what you say
- Identify actions to resolve the concern
- Let you know what will or has been done
- Get back to you to see how things are going
- If appropriate, refer the matter to the Director

If your concern has not been resolved following discussions with the staff member, you should contact the Director.

The Director will:

- Acknowledge receipt of the complaint as soon as reasonably possible (within 5 school days)
- Listen to your complaint
- Provide support to you if necessary while the complaint is being considered
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Consider relevant legislation, DECD policy and guidelines, Centre procedures
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented
- Ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing including the right to refer the matter to the Port August 1 Education Office.

Please note: Interpreters and Aboriginal Education Coordinators are available to assist parents in communicating with us. Please contact the Port August Education Office on 8645 6502 for assistance.

Step 2: Contact our local DECD Regional Office

If the complaint is about the Director or you are not satisfied with the outcome, you may contact our local DECD Port Augusta 1 Education Office.

Port Augusta 1 Education Office
115 Nicolson Avenue
Whyalla

Phone: 8645 6502

The Regional Office will:

- Provide written acknowledgement of receipt of your complaint within 5 working days
- Clarify and record the nature of the complaint, including what expectations you have in relation to outcomes
- Investigate, consider and determine the most appropriate way to resolve the issue fairly and promptly
- Refer, where appropriate, any complaint that has not been raised at the Centre level back to the Centre
- Inform you if there is a delay in the process
- Ensure your complaint and the outcome is documented
- Ensure that the outcome of the process is communicated to you verbally and, if appropriate, in writing.

Step 3: Contact the Education Complaint Unit

If your complaint remains unresolved after working together with our Centre, Regional personnel and Education Director, you should submit, in writing, your complaint to:

Manager, Education Complaint Unit
Level 6/31 Flinders Street
ADELAIDE SA 5000
Ph: 1800 677 435
decd.educationcomplaint@sa.gov.au

You should include information about the complaint, including why it remains unresolved and an outline of what actions have been taken to resolve the complaint. You should also outline what you think a reasonable solution would be.

The education complaint unit, on behalf of the Chief Executive, will:

- Acknowledge receipt of the complaint
- Assess and make a recommendation to the Head of Schools or the Head of Child Development that:
 1. A review is not warranted and that you should be advised that no further action is considered necessary and that the complaint is now concluded; or
 2. A review is necessary; or
 3. The complaint should be referred to an external agency for investigation or review.

The Head of Schools or Head of Child Development will review the advice and decide that the complaint (in full or part):

- Can be resolved (all parties agree on an appropriate response)
- Should be dismissed (complaint is either unsubstantiated, vexatious, outside of reasonable expectations in relation to confidentiality, cooperation, courtesy and respect or is orientated towards conflict)
- Remains unresolved and that an independent review by an external agency is required.

Please note:

Any written or verbal complaints that contain personal abuse, inflammatory statements and comments of a threatening nature or intended to intimidate will not be addressed and the parent will be advised accordingly.

Parents can call the Education Complaint Unit at any stage on 1800 677 435 for information, advice and support.

In some circumstances it may be appropriate that a concern or complaint is escalated directly to Education Complaint Unit. In these instances the parent will be advised of where the matter will be referred to and why.

Parents can also contact the Standards board of South Australia Phone 1800 882 413 or the State Ombudsman: www.ombudsman.sa.gov.au for information, advice, support and in circumstances where the complaint remains unresolved.

Requesting your identity to remain confidential

Parents may request that their identity remain confidential when making a complaint. In this situation, every effort will be made to keep the parent's identity confidential but this may limit options for negotiating a resolution. (For example, an apology is unlikely to be forthcoming if the identity of the complainant is not known). These circumstances also raise issues in relation to procedural fairness for those who have a complaint made about them as they have a right to know the particulars of the complaint.

While every effort will be made to comply with a request to keep the parent's identity confidential, Freedom of Information requirements may result in a parent's identity becoming known.

Anonymous complaints

Roxby Downs Children's Centre will assess every complaint that is made. The extent to which an anonymous complaint can be investigated will be limited, as staff cannot liaise with the parent about the complaint. Anonymous complaints also raise issues in relation to natural justice for those who have a complaint made about them as they have a right to know the particulars of the complaint.

The Director will determine upon receipt of an anonymous complaint to what extent the complaint will be investigated. Where the complaint is in relation to the Director, the Assistant Regional Director will make the determination and for Regional Directors, the Head of Schools or the Head of Child Development will make the final decision.

Approaches that may be used to resolve a parent complaint

Our Centre may take one of the following approaches to resolve a parent's concern or complaint:

- An acknowledgement that the complaint is valid and is worthy of investigations (overall or in part)
- Identification of areas of agreement between the parties involved
- Opportunities for all the parties involved to express their concerns, explain their point of view and clarify any misunderstandings
- Acknowledgement that the situation could have been better handled (this does not constitute an admission of negligence)
- An opportunity for an apology
- Recognition that the situation presents an opportunity for changes or alternate arrangements to be made to resolve the complaint
- Discussion with the parties about the steps that will be taken to ensure that the event complained about will not reoccur
- An undertaking to review Centre policy, procedures or practices

Additional information

These procedures apply to parent concerns and complaints in relation to Roxby Downs Children's Centre. These procedures do not apply to matters where there are legislated requirements or existing policies and processes of appeal, such as:

- Concerns or allegations of misconduct by staff, volunteers and service providers (criminal matters, child protection, corruption, etc.)
- Employee disputes and grievances (employees should refer to HR17 Complaints resolution for employees 2000 for these types of complaints)
- Complaints or appeals relating to student suspension and expulsion
- Duty of care or mandatory reporting responsibilities
- Workplace health, safety and welfare related issues
- Health support planning

These procedures will be reviewed every two years.

CREATED: May 2013

REVIEWED: January 2018

TO BE REVIEWED: January 2020

SOURCED: Freedom of Information Act 1991
Children's Services Act 1985
Brochure: Raising a complaint with DECD brochure