



Lake Boga Primary School

OSHC

'Be the best that we can be'

Complaints Policy

Rationale: Lake Boga Primary School OSHC strives to provide a safe space for confidential consultation, evaluation and review of complaints in relation to all components of service operation. Our service values the feedback from educators, school staff, families and the wider community and we understand that such feedback provides us with the opportunity to further develop our service to meet the needs of all stakeholders whilst maintaining high quality practices.

Purpose: This policy outlines the processes to ensure that all complaints are addressed, investigated fairly and documented in a timely manner.

Background: Documentation and legislation that relates to this policy includes but is not limited to:

- Children (Education and Care Services National Law Application) Act 2010
- Education and Care Services National Regulations 2020: 168 and 173
- National Quality Standard, Quality Area 7 Governance and Leadership
- A New Tax System (Family Assistance) (Administration) Act 1999
- A New Tax System (Family Assistance) Act 1999
- Family Law Act 1975
- Child Care Subsidy Secretary's Rules 2017 (legislation.gov.au)
- Public Interest Disclosures Act 2012 (Vic)
- Charter of Human Rights and Responsibilities Act 2006 (Vic)
- Information Privacy Act 2000 (Vic)
- Privacy Act 1988 (Cth)

Implementation:

The **Lake Boga Primary School Council** is responsible for:

- Being familiar with the National Law and the National Regulations, service policies and constitution, and complaints and grievances policy and procedures
- Identifying, preventing, and addressing potential concerns before they become formal complaints/grievances
- Being aware of, and committed to, the principles of communicating and sharing information with service employees and volunteers
- Responding to all complaints and grievances in the most appropriate manner and at the earliest opportunity
- Treating all complainants fairly and equitably
- Complying with the OSHC Governance and Management Policy and maintaining confidentiality at all times (Regulations 181, 183)

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- Investigating and resolving grievances
- Informing QARD in writing within 24 hours of receiving a notifiable complaint (Act 174(4), Regulation 176(2)(b))
- Taking appropriate action in response to grievances
- Addressing employees concerns and complaints.

The **Nominated Supervisor or Certified Supervisor** are responsible for:

- Developing a process for managing complaints (including receiving, addressing, investigating and documenting complaints)
- Ensuring that the name and telephone number of the Responsible Person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of the service (Regulation 173(2)(b) of the National Regulations)
- Ensuring that the address and telephone number of the QARD Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service (Regulation 173(2)(e))
- Advising families and carers of the OSHC Complaints Policy upon enrolment
- Communicating information on the process to families through enrolment and orientation process
- Ensuring that this policy is available for inspection at the service at all times (Regulation 171)
- Responding to and resolving issues as they arise where practicable
- Maintaining professionalism and integrity at all times
- Discussing minor complaints directly with the party involved as a first step towards resolution (the parties will be encouraged to discuss the matter professionally and openly work together to achieve a desired outcome)
- Dealing with situations in which an issue is unable to be resolved by:
 - Notifying Lake Boga Primary School OSHC management if the complaint escalates and becomes a grievance is a notifiable complaint or is unable to be resolved appropriately in a timely manner
 - Providing the complainant with the contact number of the appropriate Lake Boga Primary School OSHC Nominated Supervisor if they wish to speak with someone immediately
 - Working with Lake Boga Primary School OSHC as required and providing information requested by; for example, written reports related to the complaint/grievance
- Complying with the Lake Boga Primary School OSHC Confidentiality and Record-keeping requirements and maintaining confidentiality at all times (as required by National Regulations, r181)
- Working cooperatively with Lake Boga Primary School OSHC and DET in any investigations related to complaints or grievances about the service, programs, or staff
- Informing complainants of this Complaints Policy
- Raising concerns directly with Lake Boga Primary School Council
- Discussing the process for managing complaints with any other educators or staff relevant and providing relevant training through staff meetings and in-service training opportunities
- Ensure that staff are supported if they make or report a complaint about any aspect of service delivery
- Ensure every complaint is managed and is an opportunity for quality improvement
- Providing families and carers with information to make a complaint. In relation to Child Care Subsidy complaints

Parents/Guardians are responsible for:

- Raising a complaint directly with the person involved, in an attempt to resolve the matter without resource to complaints procedures

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- Communicating (preferably in writing) any concerns to the management or operation of the service as soon as practicable
- Raising any unresolved issues or serious concerns directly with the Approved Provider, via the Nominated Supervisor
- Maintaining confidentiality at all times
- Cooperating with requests to meet with and/or provide relevant information relating to the complaint with the Nominated Supervisor or Approved Provider

All Complaints should be forwarded to Lake Boga Primary School OSHC Nominated Supervisor **Neenu Varghese**(0456804425) and/or Lake Boga Primary School Principal **Martin Gray**(0400484995).

Complaints will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.

Complaints process

- Step 1: Complaints will be documented by an educator or staff member in the complaints and grievances register
- Step 2: The complaint is forwarded to the most appropriate person to investigate, this will be the Nominated Supervisor or Principal
- Step 3: Actions to address the complaint will be determined
- Step 4: All persons involved in the original complaint will be notified and informed of any actions for improvement that will take place as a result of the complaint

When a complaint or grievance has been assessed as 'notifiable', the Lake Boga Primary School OSHC will notify the Department of Education and Training (DET), Quality Assessment and Regulation Division (QARD) and the school. Notifications to DET will be made through the National Quality Agenda IT System (NQAITS) portal. The Lake Boga Primary School OSHC will investigate the complaint and take any actions deemed necessary, in addition to responding to requests from and assisting with any investigation by QARD.

When to Notify the Regulatory Authority (within 24 hours):

- When a complaint 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
- A complaint has been received alleging that the National Law has been contravened

Direct complaints can also be made directly to the Department by anyone other than the Approved Provider.

Department of Education and Training
Licensed.childrens.services@education.vic.gov.au
 1300 307 415

Child Care Subsidy related complaints:

- If a complaint refers to **Child Care Subsidy** payment, Lake Boga Primary School OSHC is able to contact 1300 667 276 or email ccshelpdesk@dese.gov.au for assistance
- The Child Care Tip off Line should be used by families or carers, providers or their employees to raise concerns about practices relating to the management of subsidies on 1800 664 231 or email tipoffline@dese.gov.au

Policy Review

The first review will be done in 12 months and the following reviews will be every 3 years. The ongoing monitoring and compliance to this policy will be overseen by Nominated Supervisor, Lake Boga Primary School OSHC and Person with Management or Control of the Service where practical. Feedback from QARD, received through the assessment and rating process and/or compliance visits will inform this policy review. Feedback from stakeholders, e.g., families and carers, school community etc. will also inform policy updates and review.