



Compliment and Complaint Handling

Issue Date: 7 July 2015

Updated: 4 February 2019

Aim: To ensure that families are able to provide formal feedback including compliments and complaints regarding the preschool. To ensure that parents, carers and staff will be free to raise and have resolved any grievance that they may have regarding the preschool without fear of retribution.

Relevant Legislation: Children (Education and Care Services National Law), 2010. Education and Care Services National Regulations

Note: In this policy “staff” refers to staff employed by the Meeting House Kindergarten.

Practices:

Compliments

Where a parent wishes to provide positive feedback or compliments regarding the preschool service or the educators/staff, parents will be given a Preschool Customer/Staff feedback form to complete. Where the feedback is based on a particular staff member or staff team it may be brought to the attention of the Senior Co-ordinator and The Meeting House Committee to highlight exceptional performance.

Occasionally staff may be offered rewards or gifts of appreciation from parents. Staff are to be made aware of the implication of accepting gifts. Staff are not to accept an offer of money at any time. During times of celebration, such as Christmas, parents and children often offer gifts to staff. These gifts may be accepted by staff as long as they are of a token nature. Staff are to contact the Senior Co-ordinator for guidance if they are unsure if they can accept a particular gift.

Complaints

Where a parent has a complaint or grievance regarding the preschool it should be reported immediately to the Preschool Director/Nominated Supervisor either verbally or in writing.

Where there is a complaint or grievance made by a parent, in relation to a staff member’s conduct or if there are child protection issues this complaint must be reported immediately to the Preschool Director/Nominated Supervisor who will then contact the Senior Co-ordinator. Where feasible, the complaint/grievance should initially be discussed with the person concerned. Every effort will be made to resolve the grievance at this level. The Preschool Director/ Senior Co-ordinator should adopt a mediating problem-solving approach with efforts made to encourage constructive communication between the parties involved.

Staff are to record any complaint/grievance taken in person or over the phone ensuring that all relevant information is obtained. Staff are to provide the parent with details of the anticipated time it may take to follow up the grievance. The parent is to be requested to complete the Preschool’s Customer/Staff feedback form at this time.

Any complaint that has been discussed between the Preschool Director/Senior Co-ordinator and the person(s) involved and is still unresolved is referred to The Meeting House Committee. If after this process, the complaint remains unresolved, the Senior Co-ordinator, in consultation with the parties involved, will determine the next course of action. This may necessitate the involvement of The Meeting House Committee, agencies or mediators.

At this point, the Senior Co-ordinator in consultation with The Meeting House Committee will determine if the complaint is serious and determine the necessary action.

Where the grievance/complaint relates to the operation of the preschool, or a perceived breach of the Education and Care Services National Regulation, the Senior Co-ordinator is required to contact the Department of Education and Community Services and notify them of the complaint.

Anonymous Complaints.

Whilst persons may choose to make an anonymous complaint about a service, it is often difficult for the Preschool Director and/or Senior Co-ordinator to raise the issue for resolution. We encourage parents and community members to provide their details to ensure that their concerns are acted upon in an effective and timely manner.

Complaints by children.

Bearing in mind the young age of the preschool children, staff and parents should work together to address any concerns the child may have. If parents of the child believe the issue is not being addressed then they should outline the concern on the Complaints from Children Recording Form.



The Meeting House Inc

47 Burns Bay Rd Lane Cove NSW 2066
Phone : (02) 9008 5549
Email: admin@meetinghouse.org.au

Complaints from Children Recording Form

To be completed by a parent on behalf of their child.

Child's name : (optional) _____

Date: _____

Details of the child's concern:

How was the concern addressed:

Was this concern addressed with the parents?

Was the concern addressed with the Educator or Preschool Director?

Child Feedback Form

Place in the Suggestion Box or hand to the Director on completion, post it to:
Meeting House Kindergarten, 47 Burns Bay Road, Lane Cove NSW 2066 or email it to:
admin@meetinghouse.org.au

