

LARRAKEYAH PRIMARY SCHOOL OSHC

COMPLAINTS AND NOTIFICATION POLICY

Dealing with Complaints

Larrakeyah OSHC is required to have a documented procedure for dealing with grievances and complaints that is available at the service and to families, and has an obligation to inform the regulatory authority of complaints alleging 'that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service, or that the Education and Care Services National Law Act 2018 has been contravened'. The service also understands that negative feedback or issues may threaten the communication between families and the service, and how these issues are responded to will determine the service's ongoing relationship with families. This procedure will also help to inform improvements for the service.

Policy Statement

We welcome each complaint as a means of improving the service and upholding positive relationships between the service and its stakeholders. Everyone has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns in a prompt and positive manner that recognises the importance of:

- procedural fairness and natural justice
- ethical conduct
- a service culture free from discrimination and harassment
- The opportunity for review and further investigation.

Complaints Procedure

This complaints procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Complaints should be resolved as informally and quickly as possible by the parties involved. When complaints cannot be resolved informally by the persons directly involved, a formal complaints process will be undertaken.

Making Complaints

- Families may make a complaint directly to their child's educator, the nominated supervisor, or the Approved Provider.
- Families wishing to contact the regulatory authority with concerns can access contact details on the Parent Noticeboard or Parent Handbook.

Procedure for Dealing with Complaints

The parent or other person making the complaint should discuss the issue with the relevant staff member concerned in the first instance. If the parent still feels action is necessary after discussion, or they feel unable to discuss the issue with relevant staff member they should take the matter up with the Director, either verbally or in writing.

Procedure for Dealing with Parent/ Management Conflict

The parent or other person making the complaint should discuss the issue with the Director in the first instance. If the parent still feels action is necessary after discussion, or they feel unable to discuss the issue with the Director they may take the matter to the Approved Provider, either verbally or in writing.

The parent or other person making the complaint will need to:

- Document their concern and submit it

The Approved Provider will:

- Respond to the parent or other person making the complaint to address the concern
- Advise the Director of the decision.

If the parent or other person making the complaint is dissatisfied with the situation, they can request a meeting with approved provider to discuss the matter further. After this meeting the approved provider will write directly to the parent to advise the outcome of the complaint.

All complaints received by Larrakeyah Outside School Hours Care will be carefully documented and stored in the Parent Correspondence Folder. The Complaints spreadsheet will highlight any trends and therefore, emphasise areas for improvement. The document will be assessed for trends when a new complaint is received.

Date	Parent/ Guardian	Parent/ Guardian	Child	Nature of Complaint	Complaint	Action Taken	Resolved
26/04/2022	Parent A	Parent B	Child A	Supervision	Lack of supervision resulted in injury.	Policy and procedure review. Review of staff zones. Addressed in staff meeting. Looking at PD.	Yes

Complaints to the Regulatory Authority

- When a parents or other persons makes complaints of a serious nature the Approved Provider will notify Quality Education & Care NT.
- Any complaints that allege the service has contravened the Education and Care Services National Law Act 2018, or compromised the health, safety or wellbeing of any child within the service, will be reported by the approved provider to Quality Education & Care NT as required under the Act. These allegations will be taken most seriously, and an immediate resolution will be sought.
- Please see requirements below as stated from: <https://www.acecqa.gov.au/resources/applications/reporting>

Follow up and Review

- Each complaint will be viewed as an opportunity for improvement. After the complaint or grievance has been dealt with it will be analyzed to find out how the problem occurred and determine if the service should implement any changes to policy or operational procedures to avoid similar problems in the future.

- Management will follow through to determine that complaints and grievances **have been successfully resolved** to everyone's satisfaction. Families will be contacted to determine if they are satisfied with the way the issue was resolved, and educators/staff will be consulted about the outcome from an operational viewpoint.

Complaints to the Regulatory Authority

Approved provider reporting requirements about children in education and care services

Under the National Law and Regulations, the approved provider must [notify the regulatory authority](#) of any:

- serious incidents
- complaints
- circumstances at the service which pose a risk to the health, safety or wellbeing of children
- any incident or allegation that physical or sexual abuse of a child or children has occurred or is occurring while the child or children are being educated and cared for by the service.

Related requirements to have and to follow policies and procedures, and keep related records continue.

Serious incidents

You must notify the [regulatory authority](#) within **24 hours** of becoming aware of a serious incident (Section 174(2)(a) and Regulation 176(2)(a)).

A serious incident (regulation 12) is defined as any of the following:

- the **death of a child** while being educated and cared for by the service or following an incident while being educated and cared for by the service
- any **incident involving a serious injury or trauma to a child** while that child is being educated and cared for, which:
 - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
 - the child attended or ought reasonably to have attended a hospital e.g. broken limb*
 - any **incident involving serious illness of a child** while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, **a hospital** e.g. severe asthma attack, seizure or anaphylaxis*

NOTE: In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury, illness or trauma is required to be notified, not other health matters.
- any emergency for which **emergency services** attended

NOTE: This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person at an education and care service. It does not mean an incident where emergency services attended as a precaution.
- a child appears to be **missing or cannot be accounted for** at the service
- a child appears to have been **taken or removed** from the service in a manner that contravenes the National Regulations
- a child is mistakenly **locked in or locked out of the service** premises or any part of the premises.

Complaints

You must notify the [regulatory authority](#) within **24 hours** of any complaint alleging that a serious incident has occurred while the child is educated and cared for or complaints alleging that the Law has been contravened (Section 174(2)(b)).

Under the National Regulations, policies and procedures must be in place for dealing with complaints. The name and telephone number of the person to whom complaints can be made must be clearly visible at the service (Regulation 168(2)(o) and Regulation 173(2)(b)).

[Any circumstances that pose a risk to the health, safety or wellbeing of a child](#)

You must notify the [regulatory authority](#) within **7 days** of becoming aware of a circumstance arising at the service that poses a risk to the health, safety or wellbeing of a child (Regulation 175(2)(c), Regulation 176(2)(c)).

[Prescribed matters - physical and/or sexual abuse of a child](#)

As an approved provider you must notify the regulatory authority of certain matters occurring while a child or children are being educated and cared for by the service.

From 1 October this must include:

- any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring at the service
- any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

[Sexualised behaviour involving children](#)

Providers and educators play an important role in making informed professional judgements regarding sexualised behaviour involving children. Not all sexual behaviour involving children poses a risk to their safety. It may be age-appropriate and expected sexualised behaviour.

Informed judgements regarding sexualised behaviour help to ensure the health, safety and wellbeing of children by:

- supporting healthy sexual development (age-appropriate sexualised behaviour)
- protecting them from harm or abuse (inappropriate or problem sexualised behaviour).

Note that in some cases, sexualised behaviour involving children may fall within [reporting requirements under other laws](#).