



# Children's Services Complaint Policy & Procedure

Blackburn North Neighbourhood House - Inc A0009540J

## **Purpose:**

To provide information on how child care families can have complaints regarding the Blackburn North Neighbourhood House Children's Service, addressed according to the type of complaint.

## **Policy:**

Blackburn North Neighbourhood House Children's Service is committed to providing a quality child care program. Complaints are taken seriously and for general complaints there is a Grievance Policy.

These general complaints may include:

- The fees charged are too high
- A child has gone home with the wrong shoes.

Notifiable complaints need to be referred to the Department of Education and Early Childhood Development.

These complaints include:

- Alleged breaches of the Children's Services Act or Regulations.
- It is alleged that the health, safety or well-being of a child being cared for or educated by the children's service may have been compromised.
- Incident involving injury or trauma to a child while being cared for or educated by the service requiring attention or a registered medical practitioner or admission to a hospital.

## **Procedures:**

### General Complaints

- The procedures outlined in the Grievance Policy should be followed.
- If there is uncertainty as to whether or not the complaint is general or notifiable, the complaint will be referred to the Department of Education and Early Childhood Development for advice.

### Notifiable Complaints

- All notifiable complaints received by Blackburn North Neighbourhood House Children's Service should be referred immediately to the Manager.
- The Manager will notify the Department of Education and Early Childhood Development Child and Youth Services – Children's Services – Eastern Metropolitan Region (1300 651 940) within 24 hours of receiving the complaint

- Blackburn North Neighbourhood House will receive notifiable complaints about the children's service in a prompt, professional and confidential manner.
- The name and details of contact details for the Department of Education and Early Childhood Development will be prominently displayed on the wall of the Blackburn North Neighbourhood House Children's Service and will be kept updated.

#### All complaints

Details of the complaints will be recorded in the 'Complaints Register' stating:

- The name of the person making the complaint
- Date complaint received
- Details of the event or incident in which the health, safety or well being of the child was alleged to have been compromised or there was an alleged breach of the Act or Regulations.
- If relevant, the name of the child concerned and the condition of the child, including, where available, a medical or incident report.

The 'Complaints Register' will be kept in the office.

This policy will be displayed on the wall of the children's service and a synopsis will be included in the 'Child Care Information Booklet'

#### **Related Documents:**

Grievance Policy

#### **Adopted by the Committee of Management**

#### **Signature:**

**Name and Position:** Elissa Nguyen, Chair

**Date:** 18/5/2018

**Review Date:**