

# Family Day Care

## Dealing with Complaints Policy

**Section:** Governance and Leadership

**Policy ID Number:** 7.3

**Link to National Quality Standard:** 7.1

**Link to Education and Care Services National Legislation:** As172, r173, r174; r175; r176

### 1 Policy Statement

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Family Day Care is committed to providing a high-quality child care service. Any complaint or grievance concerning delivery of the service, or a child's healthy safety and wellbeing will be resolved, where possible, to the mutual satisfaction of those involved with the child's best interest as a focus.

Complaints will be managed in a timely manner, and dealt with efficiently, impartially and courteously.

### 2 Rationale

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Family Day Care is committed to creating and maintaining a child safe organisation where protecting children and preventing and responding to child abuse is embedded in the everyday thinking and practice of all staff, Educators, Educator household members, work experience/work placement students and volunteers irrespective of their involvement in child related duties.

To maintain a high-quality care and education service.

To ensure there is a system to allow service users and members of the public to express concerns or lodge complaints.

To ensure that complaints are addressed promptly and appropriately.

### 3 Procedures

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- The complainant is encouraged to initially discuss the issue with the person concerned, for example the family discussing any issues with the Educator. If this is not dealt with satisfactorily the complainant should contact the Coordination Unit. The complainant will be encouraged to put the complaint in writing.
- Educators will notify the Coordination Unit if they receive any complaints about their service directly or if they become aware of any breach of the Education and Care Services National Legislation. If the Educator has resolved the complaint they will include detail of the resolution
- The Coordination Unit is available to provide support to Educators and families in resolving complaints.
- The Coordination Unit displays information in the principal office, outlining where complaints can be directed.
- All complaints will be managed in line with Council's complaints procedure. This can be accessed [here on Council's website](#). This will include documenting the complaint and providing feedback within required timeframes. The complainant will be kept up to date during the investigation process.
  - Any complaints in relation to the Coordination Unit Staff will be managed using the Council's complaints procedures.
- The Coordination Unit will undertake an investigation relating to any complaint, ensuring all parties will have an opportunity to present their point of view. Depending on the severity and

nature of the complaint this could be managed by a member of the team or escalated to the Children's Services Coordinator. In all circumstances the following will occur:

- The person who the complaint has been made against will be given the opportunity to respond;
- Parents will be notified of any complaints where their child has been involved.
- During the investigation Educators and families will provide accurate and timely information to the best of their knowledge. A support person for any party can be invited to attend any interviews held to resolve a complaint. If required, an interpreter can be made available.
- Coordination Unit staff, Educators and families will keep complaints confidential, only sharing information with people directly involved in the complaint.
  - The Coordination Unit will share relevant information with the Educator/s and/or family/families affected by the complaint.
  - Educators and families will refrain from discussing the complaint with other parties.
- Where required by legislation the Coordination Unit will report complaints to other relevant agencies. This includes the Department of Education, Child Protection, the police or reporting as required by the Child Safe Standards and Reportable Conduct Scheme. This will be done in timeframes set within the relevant legislation/s.
- The Coordination Unit and Educators will cooperate with any investigation undertaken by other relevant agencies because of a complaint.
- If a complaint regarding an Educator is proven, and it is found that the Educator has not met legislative and Educator Agreement requirements and obligations, Educator Agreement breach procedures will commence. The Educator Agreement may be suspended whilst investigations are proceeding. Where possible, the Coordination Unit will develop a plan with the Educator to support them to achieve the required standard where appropriate.
- If the complainant does not feel the complaint has been resolved satisfactorily or does not wish to approach the Coordination Unit or Children's Services Coordinator, they can direct the complaint to the Children's Services Unit Manager.
- Complainants can contact the Department of Education directly to make a complaint relating to the safety, health or wellbeing of a child. Contact can be made to the Regional Office or the central Licensed Children's Services team. Contact details can be found at [the Department of Education website](#).

#### 4 References

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- [Education and Care Services National Law Act](#)
- [Education and Care Services National Regulations](#)
- [National Quality Standards](#)
- [ACECQA](#)
- [Guide to the National Quality Framework](#)
- [Department of Education](#)
- Merri-bek City Council Employee Code of Conduct
- Merri-bek City Council complaints handling procedure
- Educator Agreement

## Revision History

Date	Revision No.	Revision Section	Revision Description
December 2016	1.0	All	Initial Policy Release (creation date)
May 2021	2.0	All	Updated from old Policy to new format and current information
August 2023			Updated to reflect the councils name change.
August 2025	Next Review Date		