

Grievance, Complaints & Feedback Policy

Introduction and Purpose

The Approved Service acknowledges that complaints are a useful means of feedback for future planning and improvements in service provision. All grievances, complaints and feedback will be addressed, investigated fairly and documented with the intention of reaching a resolution in a timely manner.

Procedure

- If a complaint or grievance is expressed about the conduct of the service, unless the complaint/grievance is of a trivial nature, written notice of the complaint/grievance and the action taken will be documented appropriately and a notification lodged with the Regulatory Authority via the Australian Children's Education and Care Quality Authority (ACECQA) within the specified timeframe.
- Complaint/grievances will be documented and filed appropriately and used to inform the cycle of service improvement.
- At all times amicable communication between families, Educators and staff is desirable. Should the communication process break down, alternative care or exclusion from care may result.
- When necessary, notifications of complaints are made to the relevant authorities (e.g. DET, DCJ, Police etc.), advice is sought on follow up actions.
- Persons whom the complaint has been made against will be made aware of the complaint, and given opportunity to respond, unless this would contravene confidentiality guidelines and/or the investigation process.

How to make a complaint or express a grievance.

1. Talk to the Educator or staff member about your concern. Often issues can be resolved by honest, fair, two-way communication. The Educator/staff member should accept the feedback courteously, listen carefully and be respectful.
2. If you are not satisfied, contact the Approved Service and speak to the relevant Educator Support Specialist (ESS). The ESS is to seek a resolution to the issue, whilst maintaining confidentiality.
3. If you still do not feel your concern has been addressed, contact the Nominated Supervisor of the Approved Service in writing at fdcadmin@catholiccarewsbm.org.au. The Nominated Supervisor is to seek a resolution to the issue, whilst maintaining confidentiality.
4. Failing a satisfactory outcome, contact the CatholicCare Western Sydney and The Blue Mountains representative of the Approved Provider on (02) 8843 2500 or in writing to Level 2, 10 Victoria Road North Parramatta NSW 1750.
5. After following the above procedures, if you would still like to take this further, you may contact the Early Childhood Education and Care Directorate on 1800 619 113 or ececd@det.nsw.edu.au.

Feedback can also be given directly and anonymously through our Satisfaction Survey <https://www.surveymonkey.com/r/ZD6PVK9>

This policy aligns to our Catholic Care Western Sydney and The Blue Mountains Compliments and Complaints Procedure. [Catholic Care Compliments and Complaints Brochure](#)

Reference/Source

Education and Care Services National Law 2010

Education and Care Services National Regulations 2011. Part 4.7- 176, 185.

National Quality Standard for Early Childhood Education and Care and School Age Care. Quality Area 4, 6 & 7.

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