Feedback and Grievance Policy

POLICY STATEMENT
Consistent with Centacare Child Care Services’ Vision, Values and Mission statement, all feedback from children and their families will be treated in a manner which is respectful of the dignity of the individual.

Centacare Child Care Services acknowledges the importance of open communication with families of children in education and care services. Services welcome feedback from families on all areas of operations and undertake to investigate and resolve grievances in a timely and transparent manner.

LEGISLATION & REFERENCES
The laws and other provisions affecting this policy include:
- Education and Care Services National Law Act
- Education and Care Services National Regulations 2011- Regulation 168 (2) (o)
- Australian Children’s Education & Care Quality Authority: National Quality Framework 2011- NQS Areas and Standards 7.3.4
- Policies & Forms:
  - Parent Survey (App. 1)
  - Feedback Record Sheet (App. 2)
  - Family Feedback & Suggestions Form (App. 3)
  - Centacare Child Care Services 2013 Parent Handbook, pg 10 – Parent Concerns
  - Centacare Child Care Services 2013 Parent Handbook, pg 12 – Parent Rights
  - Centacare Child Care Services 2013 Parent Handbook, pg 25 – Advisory Groups

PRINCIPLES & PROCEDURES
1. Feedback
Families are provided with frequent opportunities to contribute to the evaluation of services. This may take the form of:
- Advisory committee attendance;
- Feedback box (recorded on the Feedback Record Sheet);
- Parent surveys (App. 1);
- Discussions directly with an educator or the responsible person in charge at pick up and drop off times.
In consultation with Centacare Child Care Services, the responsible person in charge will analyse the results of any feedback and implement any necessary and/or desirable changes.

Centacare Child Care Services will treat responses to evaluation in a serious manner and communicate with them about any changes made as a result of their suggestions (e.g. newsletters, noticeboards, etc.).

Interpreter information will be made available for non-English speaking families wherever possible.

2. Grievances

Upon enrolment a family is given information encouraging them to develop open communication with staff/educators and informs them of their rights to contact the responsible person in charge of the Service.

This information will also include alternative contacts for parents/guardians (if direct communication with the Service is not satisfactory), and the Director of Centacare Child Care Services and the relevant Government agencies if they have any concerns in relation to the operation of the Service or the care of children in attendance.

- Respect for the dignity and privacy of those involved in grievance procedures must remain a priority in all interactions between parties throughout the resolution process.
- In order to ensure confidentiality and to respect the privacy of those involved in the process, details relating to grievances should not be discussed.
- If a parent/guardian:
  - has any concerns with the Service, they are asked to address the concern, preferably in writing, to the Coordinator/Director of the Service.
  - has any concerns with the Coordinator/Director, they are asked to address the concern, preferably in writing, to the relevant Regional Coordinator, Centacare Child Care Services, or email childcare@bne.centacare.net.au.

If the parent/guardian’s concern is with a staff member, they are encouraged to follow the grievance process as detailed below:

- Contact the Coordinator/Director of the Service;
- If not adequately resolved, contact the relevant Regional Coordinator;
- If not adequately resolved, contact the Operations Coordinator for that service
- If still not adequately resolved, contact the Operations Manager, Centacare Child Care Services;
- If still not adequately resolved, contact the Director, Centacare Child Care Services;
- In the event that the parent/guardian is still not satisfied with the outcome of their grievance, they may contact the Office for Early Childhood Education and Care.

Centacare Child Care Services and Service staff will ensure that they do not engage in, encourage or accept any act of unlawful discrimination against a child or his/her family. Training will be offered to staff/educators regarding all aspects of unlawful discrimination.

All staff/educators will treat any complaint by parents/guardians concerning unlawful discrimination sympathetically and seriously. Unlawful discrimination includes discrimination on the basis of sex, race/ethnicity, disability, age or religious/political belief.