YMCA of Sydney

Complaints Procedures

PROCEDURES

- We will support parents' right to complain and will help them to make their complaints clear and try to resolve them.

- A complaint can be informal or formal. It can be anything which a parent thinks is unfair or which makes them unhappy with the service.

- Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.

- All confidential conversations with parents will take place in a quiet place away from children, other parents or staff not involved. With the staff's duty of care to provide supervision of children will be taken into consideration.

- If a parent has a complaint or comment about the service, they will be encouraged to talk to the Co-ordinator who will arrange a time to discuss their concern and come to a resolution to address the issue. If a parent wishes to make a written complain child care staff will give a customer feedback form for them to complete.

- If the complaint is not handled to the parent's satisfaction at this level they should discuss the issue with the Children's Services Superior/Area Manager, either in writing or verbally.

- The Manager will discuss the issue with the Co-ordinator and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organised with the Co-ordinator, manager and parent to resolve the problem.

- The parent's complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

- The Co-ordinator or Manager will inform the parent of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of.

- This could be done verbally or if the issue has been dealt with on a more formal basis then the Area Manager will write personally to the parent.

- If any complaint cannot be resolved internally to the consumer's satisfaction, external options will be offered such as an unbiased third party