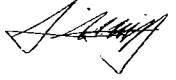
 YESCA We build strong PEOPLE strong FAMILIES strong COMMUNITIES	Management Area: CHILDREN'S SERVICES	Pages: [03] Version No: [03] Date: [01/01/2011]
	Sub section (if applicable):	Signed: 
Policy Title: COMPLAINTS PROCEDURES		Author: CHILDCARE TASKFORCE

1. Scope

- 1.1. Staff, management, families & children.

2. Policy Statement

The YMCA will aim to deal with all complaints in a professional manner. Endeavouring to produce a positive outcome for all involved.

3. Related Policies & Procedures/Guidance Notes

- 3.1. Communication Procedure Policy
- 3.2. Confidentiality Policy
- 3.3. Customer Feedback Policy
- 3.4. Grievance Procedure Policy

4. Responsibilities & Delegations


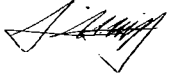
- 4.1. The Childcare Taskforce is responsible for the review of this policy.
- 4.2. The Childcare staff & management are responsible for the implementation of this policy.
- 4.3. The families and children are responsible for the support of this policy.

5. Considerations

- 5.1. National Standards
- 5.2. Q&A Principles


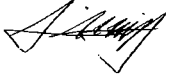
6. Records Maintenance

- 6.1. This policy is to be reviewed annually.

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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 and staff. 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 complaint, child care staff will give them 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/Group 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 Group 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

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7. Version History

Version	Description of changes	Author	Effective Date
2	Review and update. New format	M. Rupnik	December 2009
3	New structure	AM. Nolan	January 2011

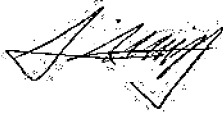
I endorse the Complaints Procedures Policy.

Name: Anne-Mary Nolan
Children's Services Program Manager

Signature: 

Date: 10 January 2011

Name: Liam Whitley
General Manager Children's Services

Signature: 

Date: 10 January 2011



We build strong **PEOPLE**
strong **FAMILIES** strong **COMMUNITIES**

YMCA of Sydney

Customer Complaint Procedure Form

To be completed at the time of complaint and followed by most senior staff at centre.

Customer's Name:	Date:
Date of Situation:	Location:
Complaint Taken By:	Position:

Program:	
Complaint Brief:	
Action Taken and By Who:	
Follow Up (if necessary):	

Reportable (if necessary) and to whom: _____

Signed by Staff who took complaint: _____

Name (print please): _____ Date: _____

Signed by Manager: _____

Name (print please): _____ Date: _____