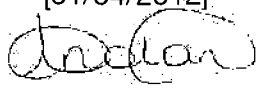
 <p><b>YMCA</b> We build strong <b>PEOPLE</b> strong <b>FAMILIES</b> strong <b>COMMUNITIES</b></p>	Management Area: CHILDREN'S SERVICES	Pages: [03] Version No: [04]
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<b>Policy Title: COMPLAINTS PROCEDURES</b>		Author: CHILDREN'S SERVICES TASKFORCE

## 1. Scope

- 1.1. Educators, management, families and children.

## 2. Policy Statement

The YMCA will aim to deal with all complaints and grievances in a professional and timely manner. This will be done to ensure that educators, families, schools and communities are aware that the YMCA takes complaints and grievances seriously and will investigate fairly, endeavouring to produce a positive outcome for all involved. Educators will report complaints of a serious nature to the Regulatory body. (Please see attachment).

## 3. Related Policies and Procedures/Guidance Notes

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

## 4. Responsibilities and Delegations



- 4.1. The Children's Services Taskforce is responsible for the review of this policy.
- 4.2. Educators 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 Regulation 168 "Education and care service must have policies and procedures"
- 5.2. National Standard 7: Element 7.3.4 "processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner".
- 5.3. Community Services Complaints, Appeals and Monitoring Act, 1994.


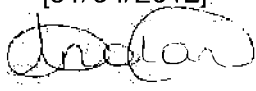
## 6. Records Maintenance

This policy is to be reviewed annually or as required based on operational or legislative change.

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## PROCEDURES

- We will support parents', educators and the school /community members' 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 /guardian, educator or the school community thinks is unfair or which makes them unhappy with the service.
- Every parent /guardian will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.
- All confidential conversations with parents/ guardians, educators or school /community members will take place in a quiet place away from children, other parents and educators. The Educator's duty of care to provide supervision of children will be taken into consideration.
- If a parent/guardian, educator or school / community member has a complaint or comment about the service, they will be encouraged to talk to the Coordinator 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, an educator 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 Coordinator and/or Manager, either in writing or verbally.
- The Children's Services Coordinator and/or Manager will discuss the issue with the Coordinator 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 Coordinator, manager and parent to resolve the problem.
- All complaints are to be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Coordinator or Manager will inform the parent/ and/or school community of what has been decided regarding the issue. Educators 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 Children's Services Coordinator or the Children's Services 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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Serious complaints must be reported to the Regulatory body within 24 hours, this will be documented on the 'Notification of Complaints and Incidents' form available at [www.acecqa.gov.au](http://www.acecqa.gov.au). A copy of this must be kept in YMCA records.

## 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
4	Reviewed for NQF Compliance	AM. Nolan	April 2012

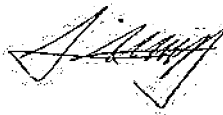
I endorse the Complaints Procedures Policy.

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

Signature: 


Date: 1<sup>st</sup> April 2012

Name: Liam Whitley  
General Manager Children's Services

Signature: 

Date: 1<sup>st</sup> April 2012

## Board Endorsement

Endorsed By: Phillip Hare 

Position: Chief Executive Officer

Date: 1<sup>st</sup> April 2012