



## Complaints Policy for Families

### Aims:

To ensure open communication between family members and the Service, as we consider good relationships to be crucial. If a family has a complaint about our Service we want to hear their concerns and address the matter promptly to ensure excellent quality of education and care. We aim to provide a service that best meets the needs of our community.

To ensure The Rumpus Room meets its responsibility to notify the regulators of certain types of complaints made, in a timely manner.

To resolve all difficulties and problems in a Scriptural way that honours God and respects the individuals involved.

### Implementation

Any parent or caregiver with a concern or complaint in relation to the running of our Service either in administration or child interaction should do the following:

- Raise the matter with the child's Room Leader if it relates to function within the classroom if they feel comfortable to do so, as many matters are easily sorted when lines of communication are open.
- As educators want to listen and give their undivided attention to a parent but may have responsibility for a group of children at the time of the conversation, a meeting time will be made if necessary to ensure that the Educator can give their full attention
- Educators will attempt to reach a satisfactory outcome with all persons involved
- Privacy will be respected.
- If Educators are unable to solve the grievance- the matter will be handed over to the Director
- When the Director is unable to solve the grievance- the matter will be handed over to the Approved Provider/Owner.
- Where the issue is regarding accounts, issues should go in the first instance to the person responsible for accounts to see if a resolution can be found.
- Voice their complaint or concern with the Director/Nominated Supervisor or Responsible Person on duty.
- Write their complaint or concern addressing it to the Director/Nominated Supervisor or Approved Provider. You will receive a personal response unless you have chosen to be anonymous. The mailing addresses are The Rumpus Room 90 Darling Street Broadmeadow.2292 or The Rumpus Room 121Chatham Chatham Street Broadmeadow.2292

The confidential email addresses of the Directors are or

[lisa.jordan@therumpusroom.com.au](mailto:lisa.jordan@therumpusroom.com.au)

[erin.pascall@therumpusroom.com.au](mailto:erin.pascall@therumpusroom.com.au)

[ella.delamotte@therumpusroom.com.au](mailto:ella.delamotte@therumpusroom.com.au)

The email address of the Approved Provider is [richard@therumpusroom.com.au](mailto:richard@therumpusroom.com.au)



- Educators or staff will put in steps to address your concern or complaint as quickly as possible. However, educators and staff do reserve the right to have the complaint put in writing.
- If an educator or Responsible person is taking the details of a complaint when the Director is not available they should use the form attached to the policy which outlines the process for them.
- Notes should be taken when a complaint is brought to the Director/ Nominated Supervisor. This ensures the complainant is heard and that the concern is sorted to ensure the issue is clear. The Record of Conversation at the end of this document may be used or diary notes made. A copy of the complaint and follow up action needs to be filed. If the matter has been discussed in person, a copy of the record will be available to the parent upon request. The Director should discuss with the family how they would like the outcome of the investigation to be communicated to them. (by phone, email, further appointment etc.)
- The Director or Responsible Person will ensure that the matter or grievance is followed through and sufficiently investigated.
- Responses will be provided to the family in a manner agreed upon.
- All complaints will be tracked and analysed to help improve systems, procedures and policies within the Centre.
- Complaints will be dealt with in a timely manner
- The following 2 situations require complaint details to be forwarded to the regulatory authority.
  - 1) Complaints alleging that the law has been contravened.
  - 2) Complaints alleging that a serious incident has occurred or is occurring.
- Where required by the regulatory authority complaints will be lodged on the NQA ITS (ACECQA website) within 24 hours of the complaint.  
[www.acecqa.gov.au/national-quality-agenda-it-system](http://www.acecqa.gov.au/national-quality-agenda-it-system)
- If a parent has a request that is contrary to the centre's policies or centre's Philosophy, it will need to be presented in writing to the Director and discussed with the Approved Provider.
- If a parent does not receive satisfaction to their complaint they should contact NSW Education and Communities Early Childhood Education and Care Directorate
- **Contact Details**

NSW Education and Communities Early Childhood Education and Care Directorate Locked Bag 5107 PARRAMATTA NSW 2124	Phone: 1800 619 113 Fax: 02 8633 1810 Website: <a href="http://www.det.nsw.edu.au">www.det.nsw.edu.au</a> <a href="mailto:ececd@det.nsw.edu.au">ececd@det.nsw.edu.au</a>
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This policy is written in conjunction with the Code of Ethics- Early Childhood Australia

This policy links to most directly to area 6.1 and 7.1 of the NQS



## Sources

National Quality Standard

Education and Care Services National Regulations

Administration, Handle with Care. (1987). *Sebastian, Patricia*. AE Press: Melbourne.

## COMPLAINTS from Parents:

**(Each staff member has a Rumpus Room email address that parents can send concerns/issues to. There is also the admin email, centre admin email and the Nominated Supervisor email)**

We want to make sure people know we take their comments and complaints seriously. We also want to empower Room Leaders to be responsible for what happens in their room. Complainants often feel better if they know they have been heard and their comments are taken seriously. While many things will be sorted before the Director is informed it is still important for the Director/ Nominated Supervisor to be aware of all of these comments.

- 1) Let the person know we take all comments seriously so you want to get a form to complete.
- 2) Ask "Do you consider this Information or a complaint?"
- 2) Take details. Try not to interrupt as the person is speaking but when necessary ask for them to wait while you catch up. After they've finished restating the main part of what they've said so they know they have been heard and you have information as correct as possible.
- 3) If you know the answer firsthand, give that, but don't speculate. If the educator who would know is present get them to respond to the person.
- 4) Advise you will pass to the Room Leader or Director to investigate and that person will make contact as soon as they have some information for you.