

# QA7 – GRIEVANCE AND COMPLAINTS PROCEDURE

## SCOPE

This policy / procedure or tool provides a framework to guide all actions for the Approved Provider, Nominated supervisor, all team members, children, parents, volunteers, contractors and any visitors to the Service.

Failure to adhere to this policy, or any of its associated documents, may result in disciplinary action being taken up to and including termination of employment for personnel, refusal of service for clients, and / or the dissolving of contractual agreements with suppliers and individuals outside of our Service.

## RESPONSIBILITIES

All team members, visitors, students and volunteers must comply with this procedure.

## PROCEDURE

The following procedure should be adhered to, to ensure all complaints and grievances are handled appropriately.

1. In the first instance a grievance or complaint should be raised with the respective person.
2. All grievances or complaints should be raised in a confidential manner.
3. If the grievance or complaint is not resolved, the complainant should then raise the concern with the Nominated Supervisor/management in writing.
4. The Nominated Supervisor/management will document the conversion, and the agreed resolution to keep on record.
5. If the grievance or complaint is not resolved, it should be raised with the next appropriate person in the escalation pathway. If the person raising the complaint is uncomfortable addressing the complaint directly, they can follow the escalation pathway to the next appropriate person.
6. Both parties should work together to resolve any issue, grievance or complaint.
7. Management or the person resolving/mediating the complaint must advise all parties of the outcome.
8. If a parent is unhappy with the resolution, they can refer the complaint to the Regulatory Authority.

TABLE 1: GRIEVANCE ESCALATION PATH





Centre Manager/Nominated Supervisor	07 49416600	<a href="mailto:contact@moranbahelc.com.au">contact@moranbahelc.com.au</a>
Astute Early Years Specialists	0409056992	<a href="mailto:rachael@weareastute.com.au">rachael@weareastute.com.au</a>
Board/Approved Provider		<a href="mailto:chris@brownbird.com.au">chris@brownbird.com.au</a>
Regulatory Authority (Early Childhood Education and Care Department of Education)	13 74 68	<a href="mailto:ecec@qed.qld.gov.au">ecec@qed.qld.gov.au</a>

## REFERENCES

*Australian Children's Education and Care Quality Authority (ACECQA) retrieved 7 July 2021 from [Contact your regulatory authority | ACECQA](#)*

*Education and Care Services National Regulations (2018).*