



## Dealing with Complaints Policy

### Aim

CSIROCare endeavours to provide families with a procedure which ensures that any concerns are addressed promptly and in the spirit of consultation, co-operation and resolution.

### Rationale

At all times a parent/guardian's right to air a grievance will be respected. All grievances will be treated as confidential and due discretion applied by both staff and parents involved.

We encourage parents to discuss any concerns regarding the daily care of their child, informally and in open discussion with the Room Leader outside of the Playrooms and preferably not in front of any other children.

### Body

Should you believe an issue requires further consideration or discussion, please follow these procedures:

1. Contact the Director and raise the matter as soon as possible

Maggie Hua  
CSIROCare Clayton Inc.  
20 Research Way,  
Clayton Vic. 3168  
Tel: (03) 8521 2117

Email : [maggie.hua@csirocareclayton.org.au](mailto:maggie.hua@csirocareclayton.org.au)

The Director undertakes to address your concerns in an open, professional and understanding manner and will follow the procedure below:

The Director will:

- Acknowledge the concern or grievance directly with the parent/guardian within 24 hours \*\*\*
- Document the concern or grievance
- Arrange a mutually convenient time for further discussion should this be deemed necessary by the Director, after consultation with the parent/guardian

\*\*\*All concerns communicated to the Director will be treated as urgent and will be addressed within 24 hours wherever possible. Should it not be possible to resolve issues within this time frame, regular contact will be made with the child's parent/guardian indicating progress on the matter concerned.

2. Should the matter be unable to be resolved after contact with the Director, parents should present their concerns in writing, by telephone or by email to the President of the CSIROCare Committee as follows:

Michael Batten

CSIRO

Bayview Avenue, Clayton 3168

Email: [Michael.Batten@csiro.au](mailto:Michael.Batten@csiro.au)

The President of the Committee will follow the procedure below:

- Acknowledge the concern or grievance directly with the parent/guardian
  - Document the concern or grievance
  - Arrange a mutually convenient time for further discussion should this be deemed necessary by the President, after discussion with the parent/guardian
  - If necessary, in consultation with the parent/guardian, the President undertakes to bring the issue to the notice of the members of the CSIROCare Parent Committee for further discussion and/or action
3. If your concerns are unable to be resolved at this level, please contact the Quality, Assessment & Regulation of the Victorian Department of Education & Training :

Eastern Metropolitan Area

Level 3, 295 Springvale Road,

GLEN WAVERLEY VIC 3150

Switchboard: 1300 651 940

[emr.qar@edumail.vic.gov.au](mailto:emr.qar@edumail.vic.gov.au)