



Parent Grievance Policy

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. We welcome complaints as an opportunity to enhance the quality of our education and care practices. We reflect on each complaint received, identifying any issues or areas of improvement for our service.

Our families are integral to our service. We will provide effective complaints management which meets our families'/carers' needs. We welcome their input into all aspects of our service's operation, including any complaints they may have.

Children's safety, health and wellbeing is our key priority. In line with regulatory requirements, we notify the regulatory authority of any complaints alleging the occurrence of a serious incident or contravention of the Education and Care Services National Law.

STRATEGIES TO DEAL WITH ISSUES PROMPTLY

All concerns communicated to the Nominated Supervisors 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. Should the matter be unable to be resolved after contact with the Centre Manager, complainant should present their concerns in writing, by telephone or by email to the President of the CSIROCare Committee.

A CLEAR OUTLINE OF STEPS TO FOLLOW AT EACH STAGE OF THE PROCESS

The President of the Committee will follow the procedure below:

- a) Acknowledge the concern or grievance directly with the parent/guardian
- b) Document the concern or grievance
- c) Arrange a mutually convenient time for further discussion should this be deemed necessary by the President, after discussion with the parent/guardian
- d) 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
 - ◆ procedure for documenting discussions with the complainant
 - ◆ options for raising concerns with the relevant party. For example, many informal concerns can be raised directly with and managed by the staff member involved
 - ◆ clear information about how a complainant can contact and raise their concerns with service management
 - ◆ procedure for keeping the complainant informed of the progress of the complaint
 - ◆ procedure for maintaining confidentiality
 - ◆ procedures for recording and evaluating the progress of the complaint
 - ◆ procedure for following up with the complainant
 - ◆ procedures for evaluating the outcomes of the complaint and for providing recommendations for future policy development or review
 - ◆ details of external agencies for a complainant to contact if they feel the service has not resolved their concerns, for example, the relevant regulatory authority.
 - ◆ Review the policy regularly in consultation with stakeholders to ensure it is relevant to the needs of those participating in the service.

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.

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

1. Contact the Nominated Supervisors and raise the matter as soon as possible
childcare@csirocareclayton.org.au

Tegan Pinkard
Centre Manager

CSIROCare Clayton Inc.
19-21 Research Way,
Clayton VIC, 3168
Tel: (03) 8521 2117

Email: tegan.pinkard@csirocareclayton.org.au

Kellie Walden
Business Manager

CSIROCare Clayton Inc.
19-21 Research Way,
Clayton VIC, 3168
Tel: (03) 8521 2117

Email: kellie.walden@csirocareclayton.org.au

2. The Centre Manager and Business Manager undertake to address your concerns in an open, professional and understanding manner
3. If your concerns are unable to be resolved at this level, or your concerns are regarding the Centre Manager and/or the Business Manager, you may contact the centre's President of the Committee:

Erin Grimmond De.grimmond@hotmail.com

4. If your concerns are unable to be resolved after these options, please contact the regional Children's Services Advisor at the Department of Human Services as follows:

Children's Services Advisor
Eastern Metropolitan Region

Department of Education and Early Childhood Development
Level 3, 295 Springvale Road, Glen Waverley, 3150
Tel: 1300 333 231