

Background

Feedback from families, educators, staff, and the wider community is fundamental in creating a Service that meets regulations, meets the needs of enrolled children and their families, and continues to improve the quality of education and care it provides to children.

It is inevitable that feedback will include differing opinions, occasionally resulting in complaints.

Policy statement

This policy details the Services procedures for receiving and managing informal and formal complaints. Parents and staff therefore can lodge a legitimate grievance in the knowledge that it will be managed diligently and confidentially.

Strategies and practices

- The Services processes for airing concerns/complaints are communicated to families at enrolment.
- The email address and telephone number of the Services Approved Provider, together with the full contact details of the Regulatory Authority are displayed in the entrance of the Service and are also listed in the Parent Handbook.
- The Service prioritises open, respectful, and confidential exchange of information between the Service and its families. Parents are provided with many avenues for verbal and written communication about the services operations. Parents are informed when any of their feedback has led to improvements in the way the Service operates. Refer to the Service's Interacting with Families Policy.
- The Nominated Supervisor models respect and a problem-solving approach to the receipt of grievances and complaints and engenders this across the Service.
- Educators and staff receive professional development on ways to receive parents' concerns/complaints and to value the opportunity this feedback affords the Service for quality improvement.
- Staff/educators, students and volunteers are informed of the Services Privacy and Confidentiality Policy before commencing at the Service and are required to sign a Confidentiality Agreement to strictly adhere to that policy.
- At all times the parents' right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.
- Parents are encouraged to raise informally with the child's primary educator or the Nominated Supervisor any concerns they have about the daily care of their child.
- Formal complaints can be raised verbally with the Nominated Supervisor who will document the complaint clearly and objectively on the Service's Grievance and Complaint Form. If the grievance is about the Nominated Supervisor, the matter can be directed to the Approved Provider.

- The Service maintains a register of written complaints and actions taken in response through its Grievance and Complaint Register. The register is reviewed regularly (e.g., nature, recurrence, outcome) to determine if the actions taken are consistent with the Services Quality Improvement Plan and if changes to the Service's Policies are required. Each review is documented on the Grievance and Complaint Analysis Sheet.

Procedure for formal written complaint

- Complaints are to be submitted in writing using the Services Grievance and Complaint Form. Information requested on the form includes the: -
 - Name of the person making the complaint
 - Postal address and/or telephone number of the person making the complaint
 - Details of the complaint
 - Details of any witnesses
- The complaint will be dealt with in the strictest confidence. The Nominated Supervisor/Approved Provider or delegated staff member involved in investigating the complaint will ensure that information is restricted only to those who genuinely need to be notified to deal with the complaint. If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed prior to this occurring.
- The complaint will be entered into the Service's Grievance and Complaint Register, and written acknowledgment that the complaint has been received sent to the complainant.
- The Nominated Supervisor/Approved Provider will investigate the complaint in an equitable, transparent, and fair manner, and document the findings. Investigations involve consulting with the relevant stakeholders (including any person who may be the subject of the complaint) and reviewing documentation such as attendance records, accident reports and the Services policies.
- Actions to address the complaint will be determined, and the complainant notified in writing of those actions.
- Should the complaint made to the Service allege that the relevant legislation has been contravened or that the safety, health, or wellbeing of a child or children was or is compromised while that child or children is or are being educated and cared for at the Service, including any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring at the Service, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the Service, the Nominated Supervisor/Approved Provider will notify the Regulatory Authority within 24 hours of the complaint being lodged.
- The Nominated Supervisor/Approved Provider must notify the Regulatory Authority within 7 days of becoming aware of a circumstance arising at the Service that poses a risk to the health, safety, and wellbeing of a child.
- When an issue cannot be resolved at the Service, the complainant can contact the Regulatory Authority.

- The same processes as those set out above apply to educators and staff in submitting formal complaints about any aspect of the services operations. However, staff grievances are dealt with under its Staff Grievance and Complaint Process.

Additional safe practices for babies

- N/A

Responsibilities of parents

- To raise issues and concerns in a timely manner using the processes outlined in this policy.

Procedure and forms

- Confidentiality Agreement
- Grievance and Complaint Form
- Grievance and Complaint Register
- Grievance and Complaint – Staff Procedure

Links to other policies

- Educator Professionalism and Ethics Policy
- Enrolment and Orientation Policy
- Interactions with Families Policy
- Policy and Procedures Review Policy

Links Education and Care Services National Regulations 2011, National Quality Standard 2011

Regs	168	Education and care service must have policies and procedures
	173	Prescribed information to be displayed
	176	Time to notify certain information to Regulatory Authority

QA	4.2.2	Professional standards guide practice, interactions and relationships
	6.1.1	Families are supported from enrolment to be involved in the service and contribute to service decisions
	6.1.2	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing
	6.1.3	Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing
	7.1.1	A statement of philosophy guides all aspects of the services operations
	7.1.2	Systems are in place to manage risk and enable the effective management and operation of a quality service
	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service

Sources

- Education and Care Services National Regulations 2023
- Guide to the National Quality Standard (Updated 2024)

Further reading and useful websites

- Australian Children's Education and Care Quality Authority – <https://www.acecqa.gov.au/> accessed 24 June 2025
- Department of Education (QLD) – <https://www.qed.qld.gov.au/> accessed 24 June 2025
- ACECQA – Reporting requirements about children – <https://www.acecqa.gov.au/resources/applications/reporting> accessed 24 June 2025
- Queensland Human Rights Commission – <https://www.qhrc.qld.gov.au/> accessed 24 June 2025

Policy Review

The Service encourages staff and parents to be actively involved in the annual review of each of its policies and procedures. In addition, the Service will accommodate any new legislative changes as they occur, and any issues identified as part the Service's commitment to quality improvement. The Service consults with relevant recognised authorities as part of the annual review to ensure the policy contents are consistent with current research and contemporary views on best practice.

Version Control

Version	Date Reviewed	Approved By	Comments/Amendments	Next Review Date
1	8 January 2018	Kaylene Harper	Updated to changed NQF requirements 1 February 2018.	January 2019
2	31 January 2019	Kaylene Harper	Reviewed policy. Accessed sources and further readings.	January 2020
3	29 January 2020	Kaylene Harper	Reviewed policy. Accessed sources and further readings.	January 2021
4	25 September 2020	Kaylene Harper	Reviewed policy. Accessed sources and further readings.	September 2021
5	2 March 2021	Kaylene Harper	Policy Amended	March 2022
6	10 September 2021	Kaylene Harper	Reviewed policy	September 2022
7	7 October 2022	Linda Hollard	Reviewed policy	October 2023
8	23 August 2023	Grace McKinstry	Reviewed policy. Accessed sources and further readings.	August 2024
9	8 July 2024	Tiffany Boeske	Reviewed policy Accessed sources	July 2025
10	24 June 2025	Gen Mahaki	Reviewed policy Updated sources and further readings	June 2026