

# THE CUBBYHOUSE

PRESCHOOL AND LONG DAY CARE

ABN: 64083942858

41 Polwood Street Kempsey 2440 Phone (02) 6562 8591 Fax (02) 6562 1709

54 Pulteney Street Taree 2430 Phone (02) 6551 2100 Fax (02) 6557 8067

1316 Gloucester Road Wingham 2429 Phone (02) 6553 0111 Fax (02) 6553 0999

## Complaints, Grievances and Feedback Policy

### Introduction

The Cubbyhouse has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures. In meeting duty of care, management and educators agree to implement and endorse the Cubbyhouse's Complaints, Grievances and Feedback Policy. Feedback is essential to ensure that our service is fulfilling our families and childrens needs.

### Goals – What are we going to do?

We aim to manage grievances and complaints promptly and in a respectful manner. Our goal is that all families have opportunity and feel comfortable to communicate any issues / complaints, and are confident that we will work towards amicable resolutions.

Take on board both compliments and negative feedback to improve our practices and performance.

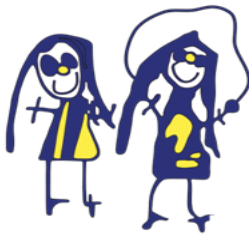
### Strategies – How will it be done?

- Provide the opportunity for confidential discussions, opportunities for the person with the complaint to voice their opinions and express their feelings, either verbally or written, documented on Compliment, Complaint and Grievance Form
- All complaints, grievances and conversations will be documented and recorded in the Compliment, Complaint and Grievance Register
- Discussion of strategies to resolve the issue – strategies will be documented and recorded
- Maintaining confidentiality
- Respectful approaches and interactions are expected by all parties involved

If you have any grievances, complaints or feedback about our service or your child's care, education or educational programs we encourage you to promptly attend to any issues by:

- 1) Speaking directly with your child's teacher
- 2) If it is not appropriate/possible to speak to your child's teacher please contact
  - Kempsey families – **Cindy Witchard** (Nominated Supervisor/ Director) by email: [kempsey@cubbyhousepreschool.com.au](mailto:kempsey@cubbyhousepreschool.com.au), phone: 02 6562 8591 or in person.
  - Taree Families – **Janelle Neisler** (Nominated Supervisor/ Director) by email: [taree@cubbyhousepreschool.com.au](mailto:taree@cubbyhousepreschool.com.au), phone: 02 6551 2100 or in person.
  - Wingham Families – **Kristan Hartup** (Approved Provider/ Nominated Supervisor) or **Monica Abdo** (Director) by email: [wingham@cubbyhousepreschool.com.au](mailto:wingham@cubbyhousepreschool.com.au), phone: 02 6553 0111 or in person
  - All families – **Kristan Hartup** (Approved Provider/ Nominated Supervisor) by email: [kristan@cubbyhousepreschool.com.au](mailto:kristan@cubbyhousepreschool.com.au) or **Faralee Kelso** (Educational Leader) by email: [faz@cubbyhousepreschool.com.au](mailto:faz@cubbyhousepreschool.com.au) or in person

In the event that the classroom teacher or nominated supervisors is unable to reach an amicable solution to an issue that may arise, the Approved Providers (either **Robert or Kristan Hartup**) will be contacted.



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In the event that an issue cannot be solved we will seek the advice of the appropriate officer at the Early Childhood Education and Care Directorate

Information and Inquiries

Locked bag 5107

Parramatta NSW 2124

Toll free: 1800 619 113

Fax: 02 86331810

Email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)

Website: <http://www.dec.nsw.gov.au/home>

Parent policy and survey Feedback Forms are distributed every 6 months, as part of our goal for providing the highest quality service for you and your child/ren, and to fulfil our obligations to our Licensing Agreement.

All complaints will be reported to ACECQA through the NQA ITS website.

## Statutory Legislation and Considerations

Education and Care Services Nationals Regulations 2011

Regulations 167, 173.

National Quality Standards

QA4 - Staffing arrangements

QA6 - Collaborative partnerships with families and communities

QA7 - Leadership and service management

## Sources

How to manage issues with your child care service - <https://www.careforkids.com.au/child-care-articles/article/69/how-to-manage-issues-with-your-child-care-service> (Accessed October 2015)

Notifications - <http://www.acecqa.gov.au/notifications> (Accessed October 2015)

## Links to other policies

Communication and Interactions with Families Policy

Confidentiality and Privacy Policy

Enrolment and Orientation Policy

Governance and Management Policy

Record Keeping and Retention Policy

## Links to procedures – (Data, Cubbyhouse Originals, Cubbyhouse Manuals, Procedures)

Enrolment and Orientation Procedures

Maintaining Records Procedures

Staff Orientation Procedure

Student Volunteer Orientation Procedure

## Links to forms/ resources

Data, Cubbyhouse Originals, forms

❖ family forms

- Compliment, Complaint and Grievance Form

Data, Cubbyhouse Originals, Forms

Complaints, Grievances and Feedback Policy – Data, Cubbyhouse Originals, Cubbyhouse Manuals, Policies



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❖ Office Forms

- Compliment, Complaint and Grievance Register

NQA ITS website - <https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx> (accessed October 2015)

**Developed** 1999

**Reviewed and Modified** 2009, 2010, 2012, November 2013, December 2014, October 2015

