

Policy Name	Complaints and Grievances Policy (Child Care Services)
Publication Date:	10/05/2022
Classification	Service Area
Categorisation	Community Well-Being
Review Frequency:	2 years
Review Date:	10/05/2024
Policy Custodian:	Director of Organisational Growth
Responsible Officer:	Community Support Business Manager
Version (Revision Number):	1.0

### 1. PURPOSE

The purpose of this policy is to ensure families/carers of children, the general public and other stakeholders have the opportunity to comment on, register complaints, or appeal any aspect of WARC Child Care Services.

### 2. SCOPE

This policy applies to all employees, temporary staff, contractors, sub-contractors, trainees and volunteers responsible for providing education and care services to children at WARC Child Care Services.

### 3. DEFINITIONS

**Complaint** means an issue of a minor nature that does not require a detailed investigation and can be resolved promptly. Complaints include expressions of displeasure, such as poor service, and any verbal or written complaint directly related to the WARC Child Care Service.

**Grievance** means a formal statement of complaint that cannot be addressed immediately and involves a matter of a more serious nature (for example, the WARC Child Care Service is in breach of a policy or the service did not meet the care expectations of a family).

**WARC Child Care Services** means WARC Child Care Services that are registered with the Department of Educations and Training.

### 4. POLICY STATEMENT

At WARC, we are committed to providing quality education and care services to families and children. We recognise, however, that there may be reasons and circumstances that lead to dissatisfaction, grievances and the need to complain from time to time.




As part of our commitment to providing quality services we will treat any and all complaints with respect, fairness and acceptance. We will view each complaint as an opportunity to improve our services as part of the Quality Improvement Plans held in each WARC Child Care Service.

Each WARC Child Care Service will nominate a person to whom complaints and grievances can be addressed and their name and telephone number will be displayed in an area accessible by families and other stakeholders.

WARC Child Care Services will also display the name and contact details of the Quality Education and Care NT Compliance Officer to whom complaints and grievances can also be made.

WARC will take all general complaints seriously and ensure they are investigated promptly, fairly and thoroughly within seven days of receiving the complaint.

General complaints will be managed using a six step complaints management procedure which will be linked to the WARC Child Care Service's Quality Improvement Plan. The senior team member in each WARC Child Care Service will be responsible for overseeing the complaints process.

## 5. Responsibilities

The Director of Organisational Growth is the Policy Custodian for this policy and is responsible for reviewing the operation of the policy (every 2 years or more frequently as may be required), and for monitoring continuing relevance, effectiveness, impact on Council's activities, and consistency with related documents and the law.

Following approval of this policy document, the Community Services Business Manager is responsible for ensuring that the policy and communication plan is implemented and that all staff at Council have access to the policy.

## 6. Related Documents

### Legislation

### Policy Documents

[Quality and Compliance Management](#)

### Frameworks

[Australian Children's Education & Care Quality Authority \(ACECQA\) National Quality Standards](#)  
[Education and Care Services National Regulations \(2011 S1 653\)](#)

### Procedures

[WARC Operations Manual Childcare Services](#)  
[Procedure – Managing Complaints and Grievances \(Child Care Services\)](#)

### Instructions, Tools, Guidelines, Forms and Templates

[Form – General Complaint](#)

