



# Marton Activity Centre

## MAC Policy

<b>MANAGEMENT OF COMPLAINTS - FAMILY &amp; COMMUNITY MEMBERS</b>	Document ID	: POL032
	Amendment No	: 4
	Quality Area	: MACQA7
	Approved By	: Management
	Approval Date	: 12/2019
	Review Date	: 12/2020

### POLICY STATEMENT

Marton Activity Centre will maintain a complaints and grievance management system to ensure that all families and communities members know that complaints and grievances will be taken seriously and investigated promptly and fairly. Complaints and grievances will be investigated and documented in a timely manner. We will identify complaints and grievances as opportunities to improve the quality of our service.

### SCOPE

This policy applies to the children, families, staff, management and visitors of Marton Activity Centre.

### PROCEDURE

- The guidelines for general grievance procedure are:
  - Raise issue with the co-ordinator.
  - If not satisfied with the outcome, raise with the committee.
- The service will support an individual's right to complain and will help them to make their complaints clear and try to resolve them.
- A complaint can be informal or formal. It can be anything an individual thinks is unfair or which makes them unhappy with the service.
- All confidential conversations with individuals who have a complaint or grievance will take place in a quiet place away from children, other families or staff that are not involved.
- If an individual has a complaint or comment about the service, they will be encouraged to talk to the Coordinator/Nominated Supervisor who will

arrange a time to discuss their concern and come to a resolution to address the issue.

- If the complaint is not handled at this level to the satisfaction of the person making the complaint, they should raise the issue with the management committee in writing by emailing [committee@martonactivitycentre.org.au](mailto:committee@martonactivitycentre.org.au).
- Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem. This would be discussed further with the individual or if necessary, a meeting will be organised with the Coordinator and individual to resolve the problem.
- Formal complaints will be recorded and dated indicating the issue of concern and how it was resolved. All information on complaints and grievances will include evidence that complaints are investigated within satisfactory timeframes and have led to amendments to policies and procedures where required.
- The Coordinator or management will inform the person making the complaint of what has been decided regarding the issue. Staff will also be informed of any relevant issues that they need to address or be aware of. This could be done verbally or if the issue has been dealt with on a more formal basis, then the committee or Coordinator will write personally to the individual making the complaint.
- If any complaint cannot be resolved internally to the person's satisfaction, external options will be offered such as an unbiased third party.
- Complaints that involve a child's well-being will be reported to the Regulatory authority.

## CONSIDERATIONS

### NATIONAL QUALITY STANDARDS (NQS)

Quality Area 7: Governance & Leadership		
7.1.2	Management systems	Systems are in place to manage risk and enable the effective management and operation of a quality service.

### EDUCATION AND CARE SERVICES NATIONAL REGULATIONS AND NATIONAL LAW

Education and Care Services National Regulations and National law NSW		
Reg	168	Education and care services must have policies & procedures.

## SOURCE

My Time, Our Place
ECA Code of Ethics
Guide to the National Quality Standard
Australian Children's Education & Care Quality Authority
Community Services Complaints, Appeals and Monitoring Act, 1994.

## SERVICE POLICIES/ DOCUMENTATION

<b>Policies</b>	<b>Documents</b>
Providing a child safe environment.	Staff Handbook
Authorisations & Refusals	Parent handbook
Excursion Policy	Duty of Care