

Beveridge
OSHC
Complaints
Procedure



Contents

1.	Purpose	3
2.	Definitions	3
3.	Scope	3
4.	Principles	3
5.	Our Commitment	4
6.	Roles and Responsibilities	4
7.	Complaint handling process	5
8.	Complaints register	6
9.	Appendices	6

1. Purpose

The purpose of this document is to:

- provide a process for addressing complaints regarding the individual conduct and behaviour of Quality Assessment and Regulation Division (QARD) staff, made by members of the public.
- outline the actions taken by the QARD in dealing with complaints about individual QARD staff.
- provide an efficient, transparent and respectful way for resolving complaints.

2. Definitions

*BPS OSHC
Complaint*

Beveridge Primary School Out of School Hours Care
a grievance, expression of dissatisfaction, or written allegation against a Beveridge Primary Before and After School Care staff member.

Complaints register

a record of all complaints received detailing the nature of each complaint and subsequent outcome.

3. Scope

This Complaints Procedure Framework applies to all complaints made regarding the conduct of BPS OSHC staff in executing their responsibilities. The framework includes the management of the complaint from receipt of complaint to resolution and outcome. This complaints procedure sits within the context of the Department's conduct and ethics processes.

4. Principles

Fairness

BPS OSHC will ensure that all complaints are handled impartially, respectfully and transparently.

Accessibility

All BPS OSHC staff are aware of and able to inform individual members of the public of their right to complain, how to do it, where to do it and how the complaint will be handled.

*Privacy and
confidentiality*

Information gathered during the complaint process will only be used to deal with and resolve the complaint or to address issues arising from the complaint.

Accountability

BPS OSHC maintains a complaints' register detailing the nature of the complaint and subsequent outcome. Information or trends regarding complaints data will be reviewed regularly to address any deficiencies.

5. Our Commitment

The BPS OSHC service is committed to good complaint handling and requires all staff to be committed to effective complaint resolution.

People want to know their complaints are being managed in a transparent, respectful and sensitive way.

We will:

- acknowledge the complaint promptly
- assess and review the complaint objectively and ensure that it is taken seriously
- investigate the complaint and consider options for resolution
- provide a written response to the complainant that is clear and informative
- if the complainant is not satisfied with the decision provide them with information about alternative review options.

6. Roles and Responsibilities

The coordinator, Lisa Thomas is responsible for managing and responding to complaints made by members of the public regarding an individual staff member and/or team.

The coordinator is responsible for managing an effective and professional complaints handling system. If the complaint cannot be resolved the complaint will be dealt with by the School Principal.

The School Principal is responsible for overseeing the complaints handling system. If a complainant is not satisfied with the outcome of the complaint process conducted by the Principal or the complaint involves the Principal, ACEQA will be responsible for managing the complaint.

7. Complaint handling process

Coordinator

Complaints will be received, in the first instance, by the coordinator and where possible should be dealt with by the coordinator. The action taken by the Coordinator may include an interview, telephone conversation or email correspondence.

The Coordinator will be required to email the Principal, to advise that a complaint has been received. Once the complaint has been resolved the Coordinator will notify the Principal so that the complaint details can be put on the complaints register (Appendix 2).

Principal

Where the complaint cannot be resolved by the Coordinator or the complaint relates to the Coordinator, a complaint form (Appendix 3) should be completed and forwarded to the Principal¹. Once the Principal receives a complaint form, written acknowledgement will be sent to the complainant within 7 days of receipt (Appendix 4).

The Principal will review and investigate the complaint. During the investigation of the complaint the action taken by the Principal may include a:

- meeting with the complainant.
- meeting with the Coordinator and/or OSHC staff member.
- request that the OSHC staff member involved provide to the Principal any documentation including visit records or paperwork completed at the time the incident occurred.
- request that the OSHC staff member involved prepare a 'Statement of Events'.

In situations where an individual OSHC staff member is involved the Principal will ensure the staff member is given an opportunity to provide a reasonable explanation in response to the complaint and they are treated fairly.

If a complaint is taking considerable time to resolve due to the nature of the complaint, the Principal will communicate this to all involved.

The Principal will ensure that the outcome/resolution is based on the evidence presented to them. The Principal will provide the response/outcome to the complainant and specify any recommendations for training or professional development to the Coordinator. The complaint will then be recorded on the complaints register.

¹ In some instances a complaint form may be sent directly to the Principal and not via the Coordinator or.

ACEQA

If the complainant is not satisfied with the decision or a complaint is made against the Principal, the ACEQA will be responsible for managing the complaint.

The ACEQA will review the complaint and (where appropriate) the investigation conducted by the Principal.

8. Complaints register

The Complaints register (Appendix 2) will record all complaints received in relation to the conduct of OSHC staff in executing their responsibilities. The Complaints register will detail the nature of the complaint and subsequent outcome.

9. Appendices

Appendix 1: Procedure flow chart

Appendix 2: Complaints register

Appendix 3: Complaint form

Appendix 4: Acknowledgement letter

Outcome and resolution



Complainant advised of outcome



Actions recorded on complaint register



Complaint received by coordinator



Coordinator to advise of the complaint



Coordinator attempts to resolve, this may include telephone calls, emails or letter responses



Complaint resolved  Yes  No further action



No



Complaint forwarded to the school Principal



Written acknowledgement sent to complainant (letter or email)



Complaint assessed and investigated



Outcome and resolution



Complainant advised of outcome



Actions recorded on complaint register



If complainant is not satisfied communication options provided for ACEQA

Appendix 3: BPS OSHC Complaint form



Complaint Form

Complainant's Contact Details

Full name:

Contact phone:

Contact email:

Complainant's Category

Parent Family member Educator Staff member Person with management or control

Other

Complaint Details

Describe your complaint (include the following)

- describe the incident and/or your concerns
- include key dates and times, such as when the incident occurred
- if known, include the names
- details of any telephone conversations or emails
- any other information that you think is relevant to your complaint.

What action would you like to see as a result of your complaint?

Date Submitted:

If your complaint cannot be resolved at your regional office please complete the Complaint Form and send it to quality.assessment.regulation@edumail.vic.gov.au or telephone 9651 3582. Attach any other supporting documents in email.

Appendix 4: Example acknowledgement letter

Name
Address
SUBURB STATE POSTCODE

Dear Sir/Madam

RE: Acknowledgement of complaint received (insert date)

I wish to confirm that on [insert date] your complaint was received regarding [insert brief description of complaint details].

An investigation into your complaint is now proceeding and you may be invited to provide further information. Once the investigation has concluded you will be advised of the outcome in writing.

If you have any questions about this or would like to discuss your complaint further, please contact Lisa Thomas, coordinator, on ph. 9745 2264 or email thomas.lisa.d@edumail.vic.gov.au

Kind regards

Lisa Thomas
Coordinator
Beveridge Primary Out of School Hours Care

__ / __ / __