

Feedback from families, children, staff and the wider community is fundamental in creating an evolving school, working towards the highest standard of care and education.

It is foreseeable that feedback will include divergent views, which may result in complaints. This policy details the Hills Montessori School's procedures for receiving and managing informal and formal complaints. Families, children, parents, staff, visitors and members of the community can lodge a grievance or concern with the board with the understanding that it will be managed conscientiously and confidentially.

## PURPOSE

The *Education and Care Services National Regulations* requires approved providers to ensure their schools have policies and procedures in place for dealing with complaints (regulation 168) and take reasonable steps to ensure those policies and procedures are followed (regulation 170).

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We will ensure that all persons making a complaint are guided by the following policy values:

- procedural fairness and natural justice
- code of ethics and conduct
- culture free from discrimination and harassment
- transparent policies and procedures
- opportunities for further investigation
- adhering to our School philosophy

## PROCEDURAL FAIRNESS AND NATURAL JUSTICE

Our School believes in procedural fairness and natural justice that govern the strategies and practices, which include:

- The right to be heard fairly
- The right to an unbiased decision made by an objective decision maker
- The right to have the decision based on relevant evidence.

## SCOPE

This policy applies to the board staff, families, children, volunteers, visitors and children of the School.

## IMPLEMENTATION

Grievances and complaints can transpire in any workplace. Addressing these appropriately and effectively is imperative for sustaining a safe, healthy, harmonious and productive service environment. Our *Concerns and Grievances Policy* ensures that all persons are presented with procedures that:

- value the opportunity to be heard
- promote conflict resolution
- encourage the development of harmonious partnerships
- ensure that conflicts and grievances are mediated fairly and
- are transparent and equitable
- appropriately handle children exhibiting harmful sexual behaviours
- promote children's rights, safety and wellbeing
- consider a child's age, cultural, developmental and additional needs

Our School is committed to the National Principles for Child Safe Organisations and adopts a child safe approach to complaints involving a child or young person. As a child safe organisation, we will respond promptly and systematically to any concerns, disclosures, allegations or suspicions while fostering an environment where children feel confident that their safety and wellbeing are paramount.

## DEFINITIONS

Complaint: Expression of dissatisfaction made to or about an organisation related to its products, services, staff or the handling of a complaint where a response or resolution is explicitly or implicitly expected or legally required. [AS/NZS 10002:2014 Complaint Management Standard]

Complaints and Grievances Management Register: Records information about complaints and grievances received at the School, along with the outcomes. These documents must be securely stored, accessible only to the board, Head of School and the Regulatory Authority. They can provide valuable information to the board and Head of School to ensure children and family's needs are being met.

Grievance: A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature. A *workplace grievance* is a complaint raised towards an employer by an employee due to a violation of legalities (workplace policies, employment contract, national standards).

Mediator: A person who attempts to assist and support people involved in a conflict come to an agreement.

Mediation: An attempt to bring about a peaceful settlement or compromise between disputants through the objective intervention of a neutral party.

Notifiable complaint: A complaint that alleges a breach of the *Education and Care Services National Law and Regulations*, National Quality Standard or alleges that the health, safety or wellbeing of a child at the School may have been compromised. Any complaint of this nature must be reported by the board or Head of School to the Regulatory Authority within 24 hours of the complaint being made – (Section 174[2] [b], Regulation 176[2][b]).

If the board/Head of School are unsure whether the matter is a notifiable complaint, it is good practice to contact the [Regulatory Authority](#) for confirmation. Written reports must include:

- details of the event or incident
- the name of the person who initially made the complaint
- if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- contact details of a nominated member of the *Grievances Subcommittee* (or Head of School)
- any other relevant information.

Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website: [www.acecqa.gov.au](http://www.acecqa.gov.au) and logged using [NQA ITS](#) (National Quality Agenda IT System).

Serious Incident: An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the School in contravention of the Regulations or is mistakenly locked in/out of the School premises (Regulation 12).

A serious incident should be documented in an *Incident, Injury, Trauma and Illness Record* as soon as possible and within 24 hours of the incident.

The Regulatory Authority must be notified within 24 hours of a serious incident occurring at the School (Regulation 176(2)(a)).

These records are required to be retained for the periods specified in Regulation 183.

The Head of School will notify the regulatory authority of any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the school, or any allegation that sexual or physical abuse of a child has occurred or is occurring at the school.

## PRIVACY AND CONFIDENTIALITY

Board and staff will adhere to our *Privacy, Confidentiality and Storage of Records Policy* when dealing with grievances and complaints. However, if a grievance or complaint involves a staff member or child protection issues, a relevant government agency will need to be informed. (See: Reportable Conduct Scheme in our *Child Protection Policy*). Responding to incidents, disclosures and suspicions of child abuse or harm NSW

## CONFLICT OF INTEREST

It is important for the complainant to feel confident in:

- being heard fairly
- an unbiased decision-making process

Should a conflict of interest arise during a grievance or complaint that involves the board or Head of School, other board members will be nominated as an alternative mediator.

Our School may also engage the resources of an Independent Conflict Resolution Service to assist with the mediation of a dispute. We will ensure that throughout the conflict resolution process the Schools Code of Conduct is adhered to.

## THE HEAD OF SCHOOL WILL:

- ensure that obligations under the *Education and Care Services National Law and Regulations* are met
- ensure the name and telephone number of the person to whom complaints can be made is clearly visible at the school
- ensure information about our *Concerns and Grievances Policy and Procedure* and all appropriate forms are easily accessible to all families, children, staff, visitors and volunteers
- treat all grievances and complaints seriously and as a priority
- ensure grievances and complaints remain confidential
- ensure grievances and complaints reflect procedural fairness and natural justice
- ensure people feel safe or comfortable when making a complaint, including children
- ensure staff, volunteers and students are well informed about the different ways children may express concerns, distress and disclose harm as well as the process for responding to disclosures from children- including a complaint that alleges a child is exhibiting sexual behaviours that may be harmful to the child or another child. (ACECQA 2023)
- ensure our complaint handling processes are child-focused providing support and guidance for children to know who to talk to if they are feeling unsafe
- conduct a review of policies and procedures, where required, following a complaint or grievance as part of our continuous improvement practices
- provide an induction program for new staff and educators that includes an overview of policies and procedures, including this *Concerns and Grievances Policy* and procedure
- ensure the board is notified of all complaints and grievances
- acknowledge the complaint or grievance in writing within 2 working days of receipt
- discuss the issue with the complainant within 24 hours of receiving the verbal or written complaint
- investigate and document the grievance or complaint fairly and impartially
- provide details of an outcome following an investigation if required.

The investigation will consist of:

- reviewing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information where appropriate and pertinent
- discussing the nature of the complaint (or breach) and giving the accused staff member, volunteer or visitor an opportunity to respond
- permitting the accused person to have a support person present during the consultation (for example: Union Representative or family member; however, this does not include a lawyer acting in a professional capacity)
- providing the employee with a clear written statement outlining the outcome of the investigation
- advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint
  - the board will provide a written response outlining the outcome and provide a copy to all parties involved
  - if a written agreement about the resolution of the complaint is prepared, all parties will ensure the outcomes accurately reflect the resolution
  - all written responses will need to cater for complainant to be able to understand such as spoken language and special needs regarding reading
- should the board decide not to proceed with the investigation after initial enquiries, a written notification outlining the reasoning will be provided to the complainant
- keep appropriate records of the investigation and outcome and store these records in accordance with our *Privacy, Confidentiality and Storage of Records Policy*
- monitor ongoing behaviour and provide support as required

- ensure the parties are protected from victimisation and bullying
- request feedback on the grievance or complaint process using a feedback form
- track complaints to identify recurring issues within the School
- notify the Regulatory Authority within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised. Notification must include any incident where there is a reasonable belief that physical and/or sexual abuse of a child has occurred or is occurring at the school or any allegation that sexual or physical abuse of a child has occurred or is occurring at the school.

#### **STAFF WILL:**

- report all complaints received to the head of school, and/or the board within required timeframes
- listen to the complainant's view of what has happened
- clarify and confirm the grievance or complaint, documenting all the facts prior to the investigation
- encourage and support the complainant to seek a balanced understanding of the issue
- discuss possible resolutions available to the complainant. These would include external support options
- encourage and assist the complainant to determine a preferred way of solving the issue
- record the meeting, confirming the details with the complainant at the end of the meeting
- maintain confidentiality at all times
- refer complainant's (as necessary) to School policies that may assist in resolving the grievance or complaint
- be informed about the different ways children can express concerns or distress and disclose harm
- be aware of child protection law and their individual responsibilities as mandatory reporters/notifiers
- ensure children know who to talk to if they are feeling unsafe and know the process that will happen to support them

*If the grievance cannot be resolved, it is to be referred to the Head of School who will investigate further:*

- if appropriate, collect relevant written evidence. This evidence will be treated in strict confidence and will be held in a secure place
- involve the board in the conflict resolution as required
- should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts
- third parties providing evidence must also be made aware that the matter is to be kept confidential.

Should the grievance or complaint be lodged against another person(s), these persons, will be interviewed separately and impartially. Individuals must be given the opportunity to respond fully to the allegations and may have another person present, as a support person, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- both parties will be told of the decision and the reason for it
- immediate and appropriate steps will be taken to prevent the grievance from recurring
- if after investigation, it is concluded that the grievance is not substantiated both parties will be notified of the decision and the reason
- the complainant will be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Regulatory Authority
- if the grievance or complaint is of a serious nature, or there is a reasonable belief the complaint is any allegation of sexual or physical abuse the Head of School is responsible to inform the Regulatory Authority within 24 hours.

#### **COMPLAINANTS WILL:**

- be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to the management of complaints. The complaints procedure ensures a fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our School.
- children are able to express their concerns or allegations to either the board, Head of School, staff and/or families who are encouraged by the board to complete the *Complaints Form* on the child's behalf
- attempt to discuss their complaints with the relevant staff member associated with a particular child and/or family as the first step to resolving the issue, unless it is a reportable offence to the Regulatory Authorities to be made with 24 hours of complaint
- communicate any concerns they may have in writing addressed to the Head of School [see: *Complaints/Grievance Form*]
- raise any unresolved concerns with the Head of School

- maintain confidentiality at all times
- be provided with details of external agencies to contact should they feel our School has not resolved their concerns (e.g., regulatory authority)

## CONTINUOUS IMPROVEMENT/REFLECTION

Complaints provide our School with opportunities for learning and improvement. We encourage regular and ongoing feedback from staff, children and families and the community. Our School is committed to resolving complaints through prompt investigation, open communication, and transparent processes. Our *Concerns and Grievances Policy* will be updated and reviewed annually in consultation with families, children, staff, and board.

To ensure complaints and grievances are handled appropriately, the Head of School will:

- evaluate each individual complaint and grievance as recorded in the *Complaints and Grievance Management Register* to assess that a satisfactory resolution that has been achieved
- review complaints and grievances as recorded in the *Complaints and Grievance Management Register* to ensure a pattern of similar grievances is not occurring
- review the effectiveness of the School policy and procedures to ensure all complaints and grievances have been handled fairly and professionally
- consider feedback from staff, families, children and community regarding the policy and procedure.

LEGISLATIVE LINKS	
<p><b>Education and Care Services National Regulations</b></p> <p><b>Sec. 172</b> Offence to fail to display prescribed information <b>Sec. 172 (2)(b)</b> Offence to fail to notify certain information to Regulatory Authority <b>12</b> Meaning of serious incident <b>84</b> Awareness of child protection law <b>149</b> Volunteers and students <b>168 (2)(o)</b> Education and care service must have policies and procedures for dealing with complaints <b>170</b> Policies and procedures must be followed <b>171</b> Policies and procedures to be kept available <b>172</b> Notification of change to policies &amp; procedures <b>173 (2)(b)</b> Requires an approved provider to make the name and telephone number of the person to whom complaints may be addressed clearly and visible at the service <b>173</b> Prescribed information to be displayed – education and care service <b>176</b> Time to notify certain information to Regulatory Authority <b>183</b> Storage of records and documents</p> <p><b>National Quality Standards</b></p> <p><b>6.1</b> Supportive relationship with families <b>6.1.2</b> parents' views are respected <b>6.2</b> Collaborative partnerships <b>7.1.2</b> Management systems <b>7.2.1</b> Continuous improvement</p> <p><b>Registered and Accredited Individual Non-Government Schools (NSW) Manual</b></p> <p><b>3.2</b> Staff <b>3.6</b> Safe &amp; Supportive Environment <b>3.9</b> Management and operation of the school</p> <p>Child Care Subsidy Secretary's Rules 2017</p> <p>Family Law Act 1975</p> <p>A New Tax System (Family Assistance) Act 1999</p> <p>Child Care Subsidy Minister's Rules 2017</p> <p>Family Assistance Law – Incorporating all related legislation as identified within the Child Care Provider Handbook in <a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a></p>	
LINKS TO OTHER POLICIES	LINKS TO OTHER DOCUMENTS
Concerns and Grievances, Privacy, Confidentiality & Storage of Records, Education, Incident, Injury, Trauma & Illness, Inclusion Child protection, child safe environment	Concern & Grievance forms, parent handbook, staff handbook
OTHER RESOURCES	
<p>Australian Children's Education &amp; Care Quality Authority. (2014).</p> <p>Australia Children's Education &amp; Care Quality Authority. (2023). <a href="#">Guide to the National Quality Framework</a>.</p> <p>ACECQA-Using Complaints to support continuous improvement. (2023).</p> <p>Australian Government Department of Education. <i>Child Care Provider Handbook</i> (2022)</p> <p><a href="https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook">https://www.education.gov.au/early-childhood/resources/child-care-provider-handbook</a></p> <p>Australian Human Rights Commission: <a href="https://www.humanrights.gov.au">https://www.humanrights.gov.au</a></p> <p>Education and Care Services National Law Act 2010. (Amended 2023).</p> <p><a href="#">Education and Care Services National Regulations</a>. (Amended 2023).</p> <p>Fair Work Australia: <a href="https://www.fairwork.gov.au/">https://www.fairwork.gov.au/</a></p> <p>Queensland Government- Guide for effective complaints management <a href="https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/effective-complaints-management-guide.pdf">https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/effective-complaints-management-guide.pdf</a></p> <p>Revised National Quality Standard. (2018).</p> <p><a href="#">Western Australian Education and Care Services National Regulations</a></p>	
REVIEW DATES	
<p>Review: 28 January 2020, 15 August 2022, 11 June 2024</p> <p>Updated: 17 July 2019, 12 June 2024</p> <p>Ratified: 13 August 2023, 17 June 2024</p> <p><b>Next review no later than June 2025</b></p>	

POLICY REVIEWED	PREVIOUS MODIFICATIONS	NEXT REVIEW DATE
June 2024	Annual policy maintenance Continuous improvement section added Hyperlinks and sources checked and repaired as required	June 2025
August 2022	Re-formatted	August 2024