



## Playgroup Policy

# Family Complaint

### Purpose of this procedure

To outline the parents' complaints handling procedure.

Step no.	Overview	Description/Who is responsible
1.	<i>Grievance or complaint raised</i>	Complaint raised by family: Families are actively encouraged to provide feedback. Families can raise concerns with their Playgroup Coordinator, Assistant or Council representative.
2.	<i>Complaint is logged and assigned</i>	<p>Playgroup Coordinator or Family Support Team: All complaints received will be logged and assigned to a staff member for action. This includes recording of the complainant's contact details and complaint details.</p> <p>Complaints taken by the Playgroup Coordinator must be reported to a Council representative and will be automatically assigned to the Coordinator for action.</p> <p>Complaints taken by any other part of Mapoon Playgroup including the Assistant, Centre Manager, Council representative or the Family Support Team, must be assigned to a responsible person (known as the 'assignee') to action.</p> <p>In cases where the complainant has advised they have discussed the matter with the first level contact and is not happy with the outcome, the query is then assigned to the next level contact in accordance with the Family Support Structure.</p>
3.	<i>Notification</i>	<p>The Assignee: Notification – if required under state legislation. Any 'notifiable' complaint or incident will automatically be reported to a Council representative who will then notify the relevant regulatory authorities where legally required under Federal and State legislation.</p> <p>All parties can provide the contact details of the State Regulatory Authority to the parent if requested to further discuss the complaint.</p>
4.	<i>Assignee response</i>	<p>The Assignee: Should aim to make contact with the complainant within 24 hours up to a maximum of 48 hours of being assigned, to clarify the details of the complaint.</p> <p>The Assignee will resolve the issue immediately if possible.</p> <p>If they are unable to resolve the issue and need to investigate, the Assignee will inform Council that an unsubstantiated incident has occurred and is being investigated.</p>

<b>Step no.</b>	<b>Overview</b>	<b>Description/Who is responsible</b>
<b>5.</b>	<i>Investigate and address</i>	<p>The Assignee: Will investigate the alleged incident with the person whose actions have given rise to the complaint to substantiate that the incident happened, address what went wrong and ensure that it is does not happen again.</p> <p>It is the Mapoon Playgroup's policy that any problems, issues or disputes are managed fairly and promptly and are dealt with as close as possible to the 'source' of the problem.</p> <p>All Playgroup staff are to respect the privacy of the family when addressing any concern or grievance.</p> <p>If it is not possible to address what went wrong with the people involved in the alleged incident, the incident must be escalated for the immediate attention of to the next level contact in accordance with the Family Support Structure. Any anonymous complaint must also be investigated and deactivated.</p>
<b>6.</b>	<i>Contact Complainant</i>	<p>The Assignee: The complainant is to be contacted on a regular basis, at least weekly, to advise them of the investigation progress.</p> <p>When the investigation is complete the complainant is to be contacted with the Outcome or to reach a resolution.</p>
<b>7.</b>	<i>Deactivation</i>	<p>The Assignee: Once the incident investigation has been completed and a resolution reached, the Assignee will update the database with all relevant information with their full name and date of completion.</p> <p>An exception report of unresolved complaints will be provided to the Council.</p>
<b>8.</b>	<i>Resolution</i>	<p>Family: Any concerns not addressed in accordance with this procedure can be discussed with the Playgroup Coordinator and Council representative.</p>

### **Responsibilities**

This procedure is to be implemented by: All Mapoon Playgroup Staff.