**Complaints procedure**

**Purpose**

Toowoomba Catholic Kindergartens and Care service (TCKC) assesses, resolves and follows up complaints in order to improve its delivery of educational programs and services.

**To whom it applies**

This procedure applies to all TCKC staff, parents, children and visitors.

**Related policies and legislation**

* Education and Care Services National Law Act 2010
* Education and Care Services National Regulations 2011
* Education and Care Services National Amendment 2017
* ECEC

<https://earlychildhood.qld.gov.au/legislationAndGuidelines/Documents/effective-complaints-management-guide.pdf>

* ACECQA

<https://www.acecqa.gov.au/sites/default/files/2018-04/QA7_UsingComplaintsToSupportContinuousImprovement.pdf>

<https://www.acecqa.gov.au/sites/default/files/acecqa/files/NQF/KeyChangesNotificationComplaints_2.pdf>

List the names of policies that are related to this one eg Student Protection policy is related to Health and Wellbeing policy. If there are no related policies, delete this section.

**Procedure**

**Parents**

1. **-Prior to making a complaint**

a. Before approaching staff or the committee of management of the service or program, consider the following:

i. be clear about the topic or issue you want to discuss

ii. focus on the things that are genuinely affecting your child

iii. remain calm and remember you may not have all the facts relating to the circumstances of the topic or issue you wish to discuss

iv. think about what would be an acceptable outcome for you and your child?

v. be informed; check the relevant legislation and the service’s policies, procedures or guidelines, where relevant on the website: [www.tckc.qld.edu.au](http://www.tckc.qld.edu.au)

2. **Raise an iss​ue or complaint**

a. Staff of the service and Toowoomba Catholic Kindergartens and Care (TCKC) have an obligation to deal with issues in a positive, constructive and professional manner.

b. When raising a complaint with staff, be factual, respectful and constructive.

c. In the first instance contact the staff or management of the service or TCKC: Senior Manager on 0429449772.

3. **Contact the staff and​ the management of the service**

a. It is the service or TCKC’s responsibility to deal with all complaints and to notify the Department, if required. The service or TCKC’s staff are required to deal with and respond to your complaint in a respectful, confidential, effective and timely way.

b. You can raise any concerns you have about the services you and your child are receiving.

c. Ask to see the service or TCKC’s written procedures for dealing with complaints. All service providers must have a written procedure that states who you need to speak to about your complaint, how they will respond and which complaints the Department must be advised of. The name and the telephone number of the person who deals with complaints is displayed at the entrance to the service.

d. You can write a letter, telephone, go online ([www.tckc.qld.edu.au](http://www.tckc.qld.edu.au)) or speak to the relevant staff in person about your concerns.

e. The relevant staff, together with any others who may be involved, should be given a reasonable amount of time to take the steps required to resolve or address your concerns. Remember, it may not always be possible to resolve an issue to your complete satisfaction.

f. It is anticipated that concerns are resolved at the first step.  If the issue remains unresolved after you have approached the relevant staff or if you are concerned about service policy and procedures, you can raise it further with the management of TCKC, where applicable.

i. Contact the Senior Manager by:

● email - enquires@tckc.qld.edu.au

●written letter – Toowoomba Catholic Kindergarten and Care. 29 to 33 Lawrence Street, Toowoomba, Qld, 4350.

●complaints form

● phone – Mobile: 0429 449 772

● or online – Website: [www.tckc.qld.edu.au](http://www.tckc.qld.edu.au)

g.If you feel that your complaint has not been addressed satisfactorily by the service or TCKC you can contact your local Department regional office.

i. Your Department regional office is:

 ●Darling Downs South West Region – Toowoomba Regional Office

ii. You can contact your Department regional office by:

 ● phone – 07 46 163791

 ●written – PO Box 38, Toowoomba Qld 4350

 ●email – Toowoomba.ECEC@qed.qld.gov.au

iii. An officer will provide you with advice and assistance and, if required, direct your complaint to other regional staff to respond.

iv. The Regional Director will ensure any formal written complaint is reviewed.

v. It is the regional office's responsibility to:

●ensure that complaints, wherever possible, are resolved with the service provider

●ensure the service provider has policy and procedures in place to address complaints and that the procedures are followed correctly

**TCKC Staff responsibilities**

1. Listen and Acknowledge the complaints quickly
2. outline the complaint process
3. invite the complainant, and any representatives if they have them, to participate int eh resolution process (if appropriate)
4. provide the contact details including the name of the contact person dealing with the complaint
5. reassure that confidentiality will be respected
6. give an estimate of how long it is likely to take to resolve the complaint
7. Assess the complaint, identify whether the Senior Manager and/or Department should be notified, and give it priority
8. Collect relevant information including name, contact details, details of concerns, dates of incidents, people involved, witnesses
9. Plan what evidence you many need to collect and how you will collect it
10. Define the concerns needing examination
11. Identify the resolution the complainant is seeking and whether the service can meet the expectation
12. List the possible source and types of information to gather
13. Identify people involved
14. Provide an estimate of time to address the concern
15. Note any special considerations
16. Respond to the complainant explaining what was found and what was done. Investigate the complaint.
17. When you make an apology, propose the action you plan to take to satisfy the complainant and communicate how the service is committed to ensuring the issue that caused the complaint, will not be repeated.
18. Follow up any concerns with the complainant.
19. Reflect on areas for improvement

**Version control and change history**

**Effective date**

8/09/2020

**Review date**

1/01/2023