



C&K EVERTON PARK Complaint Management Policy



Commitment

C&K Everton Park is committed to the effective and efficient management of complaints. We recognise that listening to, reviewing and acting upon feedback helps us improve our operations and service quality.

Guiding Principles & Enabling complaints

- Complaints will be managed in a prompt, fair, confidential and effective manner.
- We encourage a culture of treating complaints as opportunities to improve performance and service.
- We are committed to resolving complaints.
- We will treat complainants with respect and courtesy.
- Complainants will not be discriminated against or suffer any repercussions if they make a complaint.
- We follow the principles of social and natural justice through inclusive practices that respect and support people from a diverse range of backgrounds including Aboriginal and Torres Strait Islander people, people from culturally and linguistically diverse backgrounds, and people with additional support needs. We will assist people from culturally and linguistically diverse backgrounds, those with visual and hearing impairment and those who cannot read or write, to record a complaint.

Exclusions

This policy does not cover **Employee Grievances** which are covered under the Employee Grievances policy.

Definitions

Complainant	Any person or organisation (or their representative) making a complaint.
Complaint	Expression of dissatisfaction made to, or about C&K Everton Park, related to our products, services, staff or the handling of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.
Feedback	Opinions, comments or expressions of interest or concern, made directly or indirectly, explicitly or implicitly to, or about C&K Everton Park related to their products, services, staff or the handling of a complaint.

Managing complaints

- If a complainant has a concern or complaint about another adult they should first consider talking respectfully with the person directly involved with the grievance.
- If a complainant has concerns relating to **financial matters** they should be directed to the Finance Administrator (kindy@epk.asn.au / (07) 3355 3694).
- If a complainant has concerns relating to **care of a child, an educator or another child** they should be directed to the Teacher (kindy@epk.asn.au / (07) 3355 3694). In the event that the issue cannot be resolved please refer it to the Nominated Supervisor (Director) – *contact details as per Service Profile (noticeboard)*.
- If a complainant has concerns relating to the **running of the Kindergarten** please contact the Management Committee President - *contact details as per Service Profile (noticeboard)*
- We will assess each complaint and assign it an appropriate risk rating and priority.
- Where appropriate and practical, we will keep you regularly informed of progress.
- We strive to manage your expectations in an objective, unbiased and equitable manner.
- Personal information relating to the complaint will only be used for the purpose of addressing the complaint and for complaint reporting and analysis.
- If a conflict of interest arises during the course of any investigation or review, this will be declared and addressed.
- We will take reasonable steps to ensure you are not adversely affected because of a complaint made by you.
- Where a complaint relates to our staff, we will always reflect the principles of confidentiality and procedural fairness as per our established employment relationship and duty of care to our employees.
- We hope concerns can be satisfactorily met, however if you are not happy with the outcome you can progress the complaint as follows:
 - 1 **Kindergarten Management Committee**
president@epk.asn.au; vicepresident@epk.asn.au; secretary@epk.asn.au; treasurer@epk.asn.au
 - 2 **C&K** - www.candk.asn.au / 1800 177 092
 - 3 **Department of Education – Early Childhood Education & Care (Metro North Regional Office)** - nundah.ecec@qed.qld.gov.au / (07) 3634 0532





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Managing expectations

Educate and empower

- We will empower employees to manage and escalate complaints as required.

Resolution

- We aim to resolve or remedy each complaint.
- We will determine if any actions are required to mediate or resolve the complaint to minimise the risk of it reoccurring.
- We will advise you of the outcome as soon as possible.

Appeal

- You might disagree with the outcome shared and have a right to appeal should the resolution or remedy be unacceptable to you.

Aggressive, abusive or inappropriate behaviour

- We expect all parties to act appropriately, with respect and courtesy.
- We will not tolerate aggressive, abusive or inappropriate behaviour towards anyone.
- Our employees are entitled to end any conversation that include behaviours that make them feel harassed or threatened. We will support them to do this.
- We will ensure the health and safety of our employees when responding to complaints.

Notifications

Notification to statutory bodies

- Depending on the type and seriousness of your complaint; we may need to notify certain statutory bodies (e.g. Office of ECEC) within a specific timeframe.
- This is required under legislation and is not something that you or C&K Everton Park can choose not to do.

Reporting, analysis and continuous improvement

- We acknowledge that learning from complaints is an essential factor of continuous improvement and providing high quality services.
- We aim to minimise the possibility of complaints escalating into ongoing disputes.

References

- Standards Australia (2014). *Australian Standard AS/NZS 10002:2014 Guidelines for complaint management in organisations.*
- The State of Queensland (Office of the Ombudsman) (2006). *Guide to Developing Effective Complaints Management Policies and Procedures.*
- C&K NQS7 *Governance and Leadership Policy - Complaint Management*