

Grievance and Complaints Management

Legislation and Government Requirements:

*Education and Care Services National Law (WA) 2012:172; 174; 301
Education and Care Services National Regulations 2012: 168 (o); 173; 176
National Quality Standard: 6.1; 6.2; 7.3*

Policy Statement:

Unicare encourages open lines of communication and welcomes concerns and complaints as a means to improving its service. Everyone has a right to positive and sympathetic response to their concerns. Unicare aims to address and resolve issues, disputes and concerns in a prompt, fair and professional manner.

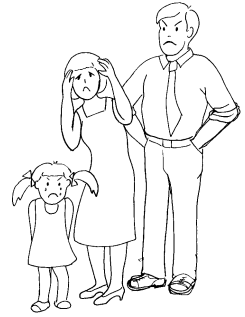
Strategies for implementation:

- All families and employees are informed of the guidelines for dealing with complaints and grievances in the parent handbook/staff handbook.
- The name and contact details to whom complaints may be addressed at the service and the Regulatory Authority contact details will be displayed at the service entrance and in the parent handbook/staff handbook.
- Families may discuss concerns with their child's Educators or/and Nominated/Certified Supervisors. Conversations and discussions will take place in a quiet area away from children, other parents and Educators.
- Where possible Educator's will resolve issues on the spot. If the Educator feels the issue is out of their control they will direct the family/staff member to the Nominated/Certified Supervisor.
- Conversations will be treated as confidential. Where an Educator believes they will have to share a confidence with another person in order to resolve the issue or a complaint requires that a third party must be informed to comply with legislative requirements, they will inform the family/staff member of this.
- Complaints that allege the service has contravened the Education and Care Service Law and/or Regulations 2012, will be reported to the regulatory authority. These allegations will be taken most seriously and an immediate resolution will be sought.

- Management follows through to determine that complaints and grievances have been successfully resolved to everyone's satisfaction. Families and staff members will be consulted to ensure they are satisfied with the way the issue was resolved.
- Grievances will be documented and stored in a confidential grievance file.
- Families and staff members will be surveyed regularly to ensure they have an opportunity to identify areas of concern or improvement of the Service.
- Each complaint will be viewed as an opportunity for improvement. After the complaint/grievance has been addressed it will be analysed to identify how it occurred and determine if the service should implement changes to policies and procedures in order to prevent further occurrences.
- A current copy of the Education and Care Services National Law and Regulations will be available at the service for families and educator reference.

Grievance Procedure:

Grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances will be resolved as informally and quickly as possible by the parties involved. When grievances cannot be resolved informally by the persons directly involved, a formal grievance process is provided.



Not all disputes can be handled in one particular format and judgement needs to be made on what particular style is appropriate to suit each individual dispute.

Families

Employees

Speak directly with the child's educator or the person concerned.

Speak directly with the person concerned

If you feel you cannot speak directly with the person concerned or your grievance is not resolved, approach the Nominated Supervisor/Director

If the Nominated Supervisor/Director cannot resolve the problem they may engage the assistance of the Unicare Board or Regulatory Authority

Where the grievance cannot be resolved by speaking with the Nominated Supervisor/Director, you may consider approaching the Unicare Board or Regulatory Authority