

## 7.6 GRIEVANCE AND COMPLAINTS

### Definitions

*For the purpose of this policy:*

- A 'grievance' shall be defined as a wrong, real or imagined, considered as grounds for complaint which can potentially be resolved.
- A 'complaint' shall be defined as an expression of dissatisfaction.

### Policy:

Mackay Family Day Care Scheme is committed to ensuring that complaints are dealt with efficiently, promptly and in a professional manner.

We acknowledge the right of all parties to confidentiality and respect.

We provide all stakeholders the opportunity to respond to concerns raised and be provided with follow up procedures.

The complainant will have the opportunity to have a support person or interpreter present during any stage of this process.

### Procedures:

The complainant should discuss the grievance with the other person concerned.

If the matter is not resolved:

- the grievance is brought to the attention of the manager, verbally or in writing. The manager will attempt to resolve the matter.

If the matter is not resolved:

- the grievance will be referred to the Approved Provider. The Approved Provider may be contacted via the Scheme Office on 49659999 or website [www.mfdc.com.au](http://www.mfdc.com.au)

If the matter is not resolved:

- the grievance will be referred to the relevant Early Childhood Officer from the Office of Early Childhood Education and Care. The local office of the Office of Early Childhood Education and Care is contactable at:

Department of Education and Training  
PO Box 760  
Mackay Qld 4740  
Telephone: (07) 48428354  
Fax: (07) 49428388  
Web Address: <http://qed.qld.gov.au/earlychildhood/>  
Email: [mackay.ecec@qed.qld.gov.au](mailto:mackay.ecec@qed.qld.gov.au)

Date Implemented	Review Date	Date Updated	Source
2009 October	2011 April 2012 October 2014 April 2015 October 2017 April 2018 May 2020 March 2021 September	2016 November 2018 September	<ul style="list-style-type: none"> <li>• Family Day Care Australia Queensland Model Policies.</li> </ul>

## 7.6 Grievance and Complaint Procedures