

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 Statement:

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.

Background:

The Education and Care Services National Regulations require approved providers to ensure their service have policies and procedures in place for dealing with complaints.

Legislative Requirements:

Section/regulation	Description
Regulation 167	Record of service's compliance.
Regulation 168	Education and Care Services must have policies and procedures.
Regulation 170	Policies and procedures to be followed.
Regulation 171	Policies and procedures to be kept available

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

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

Date Implemented	Review Due	Date Reviewed	Date Updated	Source
2009 October	2011 April 2012 October 2014 April 2015 October 2017 April 2018 May 2020 March 2021 September 2023 March 2024 November	2011 April 2012 October 2014 April 2015 October 2020 March 2021 September	2016 November 2018 September 2023 May	<ul style="list-style-type: none">• Family Day Care Australia Queensland Model Policies.

