



Complaints Policy

Cobbler Creek Out of School Hours Care and Vacation Care takes complaints about the service, its' staff, educators, practices and procedures seriously. Solutions are sought to all disputes and are dealt with in a fair and prompt manner.

Under the Education and Care Services National Law, the Approved Provider (Golden Grove Primary School Governing Council) has a legal responsibility to notify the Regulatory Authority (Education Standards Board) of certain matters within a stated period. One of those matters is a where a complaint is made in relation to either of the following:

- A complaint alleging that the safety, health or wellbeing of a child was or is being compromised.
- That the law has been breached.

Complaints of this nature are to be identified at this site, as notifiable complaints and the Approved Provider must inform the Regulatory Authority within 24 hours.

General

The Complaints Policy and procedures are made available to families through the Cobbler Creek Out of School Hours Care and Vacation Care website or a hard copy can be provided from the Policy Folder located in the OSHC office.

Complaints can be made from families, staff, Educator or a child in the following manner:

- Verbally – in person or by phone to the Director or Principal
- In writing – via email or mail

Or alternatively they can contact the Education Standards Board. Contact information is displayed near the exit door of the main OSHC building.

Complaint Handling Process

The Nominated Supervisor will be responsible for ensuring that any complaint that alleges a breach of legislation or a serious incident is reported to the Approved Provider (Golden Grove Primary School Governing Council). The approved Provider will be responsible for ensuring that Education Standards Board is notified within 24 hours of any complaint that alleges a breach of legislation or where the safety, health or wellbeing of a child was or is being compromised.

The Approved Provider and/or Director will:

- Investigate complaints promptly and thoroughly with the understanding that the complainant will not be disadvantaged through the process.
- Listen/read the complaint and document the exact details of the complaint.
- Seek further information, to clarify the issues and investigate the complaint, including speaking to other parties involved as required.
- Refer to any State or National Regulations or organisational policy that may clarify to the complaint, as required.
- Assess the complaint fairly and determine the best possible resolution.
- Inform the complainant of the outcome in writing or verbally, as required, in a timely manner

National Regulations	
Regulation 168	Education and care service must have policies and procedures
Regulation 173(2)(b)	Prescribed information to be displayed

Effective from May 2021
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