

Complaint Handling Policy

Purpose

Peak Sports and Learning invites comments and complaints from children, parents/guardians, staff and the community, to ensure that the centre is providing its service in keeping with these policies and procedures and other applicable requirements. Peak Sports and Learning respects and considers all complaints, which require a resolution, seriously and attempts to find a satisfactory resolution wherever possible.

Considerations

| Education and Care Services National Regulations | National Quality Standard/s | Other Service policies/documentation | Other |
|--|-----------------------------|--|-------|
| Regulation 168 Child Safe Standards | QA 7 | - Child Safe Policy - Governance Policy | |

Procedures

We are committed to seeking and receiving feedback and complaints about our services, systems, practices, procedures, products and complaint handling.

Any concerns raised in feedback or complaints will be dealt with within a reasonable time frame.

Our complaint management system generally follows a process to receive, acknowledge, assess and investigate, provide outcome and explore options to redress and close complaint.

People making complaints will be:

- provided with information about our complaint handling process
- provided with multiples and accessible ways to make complaints
- listened to, treated with respect by staff and actively involved in the complaint process where possible and appropriate, and
- provided with reasons for our decision/s and any options for review.

The Responsible Person shall be the first contact for all complaints.

Where this is not reasonable, the Service Support Manager/Nominated Supervisor may handle the complaint where the following is relevant:

- The complaint is about the conduct of the Responsible Person.
- The complainant is not comfortable to take the complaint to the Responsible Person;
- The complainant is not satisfied with the Responsible Persons' handling of the complaint.
- The complaint is about a matter of management and administration Policy.

To make contact with any relevant persons, the complaint can be managed through the Head Office by calling 1300467325 or emailing admin@peaksportslearning.com.au so it may be passed onto the relevant individual.

For this purpose, parents and others will be kept informed of the current contact details through the parent handbook and through the Head office or other appropriate forms of communication, and otherwise will be available on request.

The Responsible Person will ensure that another staff member is present when meeting with any person to discuss a complaint. The Responsible Person will make and keep a written record of the discussion at the time, or immediately afterwards, and will have the other staff member, and if possible the complainant, sign that record. A copy should be provided to the complainant on request.

The Responsible Person will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.

Discussions with the complainant are not to be conducted in presence of the children, other staff or parents, and heated discussions are to be avoided as far as possible.

The Responsible Person is to promptly log all complaints, the records of relevant discussions, and the resolution of the complaint in the Critical Reflection Diary, and is to report to the Service Support Manager on all entries.

We will take all reasonable steps to ensure that people making complaints are not adversely affected because a complaint has been made by them or on their behalf.

To protect the privacy of all individuals and encourage openness and honesty in the handling of complaints, the record of complaints is recorded in a confidential diary, which will not be accessible to any unrelated persons.

Complaints should be addressed in fortnightly management meetings to focus on quality improvement opportunities and to ensure that any initiatives for improvement can be made across the whole organisation.

Concerns that relate to Child Safe Standards

Concerns or any allegation about a staff member or someone in the service should be reported to Peak Management Immediately. Should Peak Sports and Learning become aware of any allegation or conviction against a member of staff, volunteer, trainee or person visiting the service, it should be reported to the Office of the Children's Guardian within 7 days.

Regulatory authority ACECQA must be notified of certain matters occurring while a child or children are being educated and cared for by the service including:

- any incident where you reasonably believe that physical and/or sexual abuse of a child has occurred or is occurring at the service
- any allegation that sexual or physical abuse of a child has occurred or is occurring at the service.

Version Control Table

| Version Control | Date Released | Next Review | Approved by | Amendment |
|-----------------|---------------|---------------|-------------|---|
| 1 | January 2014 | November 2019 | Directors | Amendments to procedures as needed annually. |
| 2 | November 2019 | November 2020 | Directors | Version Control table introduced. Rewritten and edited to reflect updated Quality Standards. |
| 3 | March 2020 | December 2022 | Directors | Reviewed with no amendments. Moved to new document review timeline. |
| 4 | December 2022 | December 2024 | Directors | Child Safe Standards Incorporated |