



Outside School Care NT

OSC-NT.9 - Complaints and Feedback Policy

Policy Description:

This policy statement outlines the guidelines to be followed to manage complaints and feedback received from parents/guardians, schools or others.

Key Points

Outside School Care NT (OSC-NT) understands the importance of OPEN and TRANSPARENT partnerships with Parents, Stakeholders, Regulatory Authorities and the wider community.

OSC-NT encourages families to raise complaints and feedback with OSC-NT Directors, Site Manager or Nominated Supervisor as this allows OSC-NT to reflect on and improve the high standard of care provided.

1.0 Making a complaint / Contact Details

The contact details for COMPLAINTS and FEEDBACK will be displayed in a prominent location at each OSC NT service.



Outside School Care NT

OSC-NT Service Information

(this will be different for each service)

Approved Provider	Janet White T/A Outside School Care NT
Provider Approval	PR – 40000386
Service Approval	SE – 0000000
Nominated Supervisor	Name of person
Responsible Person in Charge	Director and Second in Charge Employee Names
Educational Leader	Employee Name

All complaints, enquiries and feedback please contact the Site Manager 0499 994 158 or email

compliance@outsideschoolcare.com.au

Alternatively, you may contact the Nominated Supervisor on 0437 095 254 or email

accounts@outsideschoolcare.com.au

In order to assist families who wish to take their complaint to the regulatory authority; the name, address, phone number and email address is also displayed in a prominent location.



Outside School Care NT

Regulatory Authority Contact Details

Quality Education and Care NT

Email: Qualityecnt.det@nt.gov.au

Phone: (08) 899 93561

Website: <http://www.education.nt.gov.au>

Complaints or feedback may be made formally in writing or informally in person or by phone.

2.0 Types of complaint / Feedback considered	<p>Complaints / Feedback that will be considered are those relating to:</p> <ul style="list-style-type: none"> - Service routines, policies and procedures and regulatory requirements - Staff performance in carrying out their appointed duties - Reported incidents occurring at an OSC NT session involving child/ren enrolled at the service. <p>Complaints/Feedback outside of the above criteria may not be considered.</p>
3.0 Investigation of Complaints	<p>Complaints will be recorded and investigated.</p> <ol style="list-style-type: none"> 1. Complaints against individual staff members 2. Complaints about service provision or policies and procedures 3. Complaints about regulatory non-compliance <p>The OSC NT complaints procedure outlines the steps that will be followed in investigating the above types of complaints.</p> <p>OSC NT will reserve the right to take legal action against persons making complaints were it is found that a complaint made is unjustified or has no basis in fact, and these unfounded complaints have been published to third parties.</p>
4.0 Rectification/Follow up	<p>Where a complaint is found to have grounds, OSC NT will take the following action/s:</p> <ol style="list-style-type: none"> 1. Review and/or amend relevant policies and procedures 2. Provide additional training and guidance to employees (where applicable) 3. Implement disciplinary measures 4. Advise regulatory authorities
5.0 Positive Feedback	<p>Positive feedback will be held on file and may be used in marketing collateral for promotional purposes</p>
6.0 Record keeping	<p>Complaints and feedback will be kept on file.</p> <p>Person making informal complaints/feedback will be advised that their statements will be documented in writing and they may be asked to sign a declaration that the transcription of their feedback was correct and accurate.</p> <p>Negative Feedback will be investigated thoroughly.</p>
Related Policies, Procedures, Forms or Checklists	<p>Complaints Handling folder Complaints procedure</p>
Sources/References:	<ol style="list-style-type: none"> 1. Education and Care Services National Law 2010 – section 3(3)(a) & (e); 174 (2)(b) & (4) 2. Education and Care Services National Amendment Regulations 2017, regulations: 75, 76, 80, 88(2), 93(2)(5) & (6), 94(2), 157 3. National Quality Standards February 2018, Elements: 1.1.4, Standard 6.1, 6.2 Element 7.3.4 4. Framework for school aged children in Australia. Outcome 1.3 5. www.pscalliance.org.au
Version Control/Updates:	<p>Version: 3.0 OCT 2015</p> <p>To be reviewed and updated by: OCT 2016</p> <p>Version: 4.0 September 2017</p> <p>Review due date September 2018</p>