

## Grievance and Complaints

### **Policy**

**Building Futures Care will effectively ensure any complaints are dealt with fairly, efficiently, promptly and in a professional manner. The service supports the right for people to provide feedback when dissatisfied with the family day care service and will manage this in a prompt and timely manner. Due fairness will be followed in reaching an outcome for all persons.**

### **Procedures**

**It is expected the grievance should initially be discussed with the person concerned. Every effort should be made to resolve the grievance at this level before moving on to the following steps. All complaints may be lodged via face-to-face contact, telephone conversations or written notification and a record will be kept of the complaint until resolved.**

**1. If the grievance is not resolved satisfactorily, either party can bring the matter to the attention of the coordination unit to assist in the resolution of the matter.**

**2. Any grievance which has been fully discussed between the coordination unit and the parties involved and is still unresolved, can be referred for further mediation to the approved provider.**

**If the complaint is between the family day care educator and the family day care service**

**1. The family day care educator and/or assistant has the right to approach the family day care service staff member concerned and to expect to have the grievance addressed in an understanding and sensitive manner.**

**2. If unresolved, the family day care educator and/or educator assistant can contact the approved provider who will attempt to find a resolution or an acceptable compromise by both parties.**

**The following applies to incidents other than those that will result in automatic termination as stated in the family day care educator's agreement.**

**1. When the family day care service is dissatisfied with a family day care educator and/or educator assistant, then the complaints process will be followed.**

**2. When an issue is raised by a parent, staff member or community member, the family day care service will ask if the issue is a complaint. If it is deemed to be a**

**complaint, then the complainant will be informed that the complaint will be followed up by all parties concerned.**

**3. If the complaint relates to a breach of Regulations or of special conditions of the family day care service, the family day care service staff will investigate the circumstances and discuss the complaint with the family day care educator.**

**4. Building Futures Care will advise the family day care educator and/or educator assistant of non-compliance with the Regulations and/or conditions of the service and the grievance procedure will be initiated.**

**5. The verbal advice will be followed up in writing to the family day care educator and/or assistant.**

**6. Building Futures Care will advise the Regulatory body of an alleged complaint that poses a risk to the health, safety and wellbeing of the child.**

**(i) If the family day care educator and/or family day care educator assistant breaches the service policies and procedures, National Regulations and/or National Law, the family day care service may recommend de-registration with the family day care service.**

**(ii) Building Futures Care will advise the family day care educator and/or educator assistant if s/he has been de-registered from the family day care service and the reasons for this course of action.**

**(iii) Building Futures Care will advise the Regulatory Authority in writing the date from which the family day care educator is no longer registered with the service**

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