
	Management Area: Childrens Services	Version No: 2.0 Pages: 4
	Category of Policy: Operational	Approval Date: 19/06/2023 Policy Approver: Head of Children's Services
Policy Title: Complaints and Feedback Policy		Author: YMCA's of Australia

YMCA SOUTH AUSTRALIA

Complaints and Feedback Policy

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1. Purpose

The service welcomes all parent/guardian feedback, including their grievances and complaints, as it considers this will help to improve the services provided. The service encourages positive relations between all parents/guardians, management, and educator. Every parent/guardian has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues, or concerns that impact on, or affect the day-to-day well-being of the centre or its clientele in a fair, prompt and positive manner.

2. Scope


The scope of this Policy applies to all Board members, Sub Committee members, educators, and volunteers. This Policy applies to all YMCA Member Associations. For the purposes of this document, we refer to these as the YMCA. All Policies and Procedures must conform to this Policy.

3. Policy Statement

- 3.1 The YMCA will ensure that there are procedures and processes in place to manage customer feedback about any aspect of the organisation in an open, transparent, and timely manner.
- 3.2 The YMCA Associations will have a clearly defined procedures for dealing with feedback, which will include acknowledgement, investigation, response timeframes and where required reporting to relevant external authorities.
- 3.3 Families have the right to lodge a complaint directly with the jurisdiction regulatory authority and the service will display the contact detail of the regulatory authority as well as the name and telephone number of the person at the service to whom complaints may be addressed.

4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	Is responsible for the development, monitoring, and review of the policy and related systems, ensuring content meets all legislated requirements. To facilitate policy awareness to all educators on the appropriate implementation and use of the policy.

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Responsible Persons	<p>YMCA nominated supervisor/ and or service management will oversee the implementation and service adherence of the policy. Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this policy- and implementing strategies to help prevent non-compliance with this policy.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this policy.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the policy.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this Policy.</p> <p>Responsible for raising concerns or complaints in accordance with this Policy.</p>

5. Definitions

Educator

Any person YMCA employs, or engages – including paid employees, volunteers, Board Directors, contractors, consultants, and student placements.

Volunteer

Unpaid volunteers, student placements and board directors.

Feedback

An expression of satisfaction or acknowledgement or a suggestion for improvement about an organisation's services or people that can be used as a basis for improvement.

Complainant

Person, organisation, or their representative who makes a complaint.

Investigation


A systematic and thorough examination of incidents and/or complaints in order to discover facts or gain information and identify root causes of an incident and/or complaint.

Review

An examination of the factors involved in an incident and/or complaint to identify the root cause and corrective actions that can be implemented to reduce the risk of the incident and/or complaint reoccurring.

Customer

An individual who is in receipt of YMCA services or is a program participant.

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6. Key Relevant Documents

- Safeguarding Children and Young People Policy
- Safeguarding Children and Young People Positive Behaviour Guidance Procedure
- Safeguarding Children and Young People Safety Code of Conduct

7. Legislative and Industry Requirements

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)
- National Quality Standard
- Disability Inclusion Act 2018
- Community Services (Complaints, Reviews and Monitoring) Act 1993 No 2
- Guidelines for complaint management in organizations (ISO 10002:2018, NEQ)

8. Monitoring Evaluation and Review

This policy will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

9. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	19/06/2023	Updated document name Updated legislative and industry requirements. Updated supporting documents. Updated procedure		