
	Management Area: Children's Services	Version No: 4.0 Pages: 6
	Category of Procedure:	Approval Date: 19/06/2023 Procedure Approver: Head of Children's Services
Procedure Title: Complaints and Feedback Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

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Complaints and Feedback Procedure

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## 1. Purpose

The YMCA values and actively encourages suggestions and input from all stakeholders, including staff, children and parents. The YMCA is committed to the rights of stakeholders to raise all feedback and complaints about any aspect of the operation or administration of any YMCA Children's Services.

The YMCA is committed to being open and responsive to any complaint or feedback offered by any person involved in the programs that we offer. YMCA South Australia, Children's Services programs will respond to all feedback and complaints in a timely and open way to improve our participant's experience of the services we offer.

## 2. Scope

This Policy applies to all approved Children's Services that operate under the Education and Care Services National Regulations, 2011. This includes Before and After School Care Services and Vacation Care.


## 3. Procedures

YMCA South Australia affirms that people have a right to question and influence decisions made and services provided to them through our programs. YMCA South Australia Children's Services takes complaints seriously and manages them in a timely, transparent and meaningful way. Persons making a complaint or providing feedback on our services will have no fear of reprisal and can be confident of their privacy being maintained.

Families have a right to lodge the complaint directly with the 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.

### Person with Management or Control of the Service


- Oversees the legal requirement to notify Education Standards Board of South Australia of any alleged complaint or issue regarding concern for children's health and safety or if the law has been breached at the service within 24 hours.
- Oversees the attendance or implementation of any Professional Development for staff that may be required.
- Ensures confidentiality is maintained at all times.
- Ensures staff are provided copies of complaint/grievance procedures upon commencement of employment.
- Information is displayed within the service for staff and families to access the feedback and complaints procedure.

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- Ensures the timely, adequate and appropriate communication of any actions arising from the complainant to the Nominated Supervisor and/or staff member who received the complaint.
- Ensures that the process is fair to all parties involved.
- Ensures all telephone conversations or face to face meetings or conversations are documented and made available to the parent if requested.
- Ensures outcomes will be provided to the person making the complaint and other parties involved within seven days, if requested.
- Ensures further information on the topic is made available at the parent information area, if applicable.
- Oversees the timely completion of a YMCA Incident Investigation if required, in line with organisational standards.
- Ensures that there are adequate procedures/process in place to deal with complaints about any aspect of the service in an open, transparent and timely manner.

#### **Staff Member Receiving the Complaint (if applicable)**

- If the complaint relates to the concern for children's health and safety or if the law has been breached at the service, the complaint must be escalated to the Nominated Supervisor immediately once the safety and wellbeing of the children has been established. If not, the staff member must escalate the complaint to the Nominated Supervisor prior to finishing their shift.
- Maintain the rights, confidentiality and dignity of the person making the complaint at all times.
- Actively listen and respond in a professional manner to the complainant.
- Ensure date of complaint, name and details of the complainant, name of children the complaint relates to, written summary and steps taken in response are all recorded and given to nominated supervisor.
- If unable to be immediately rectified or a Nominated Supervisor is not immediately available, highlighting a time frame for getting back to the complainant and ensure this is followed through.

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#### 4. Roles and Responsibilities

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

##### **Complaint**


A statement verbal or in writing, that something is wrong or not satisfactory.

##### **Compliment**

A statement that something is good, right or satisfactory.

##### **Feedback/Suggestion/Concern**

A statement of opinion about something.

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### Advocate

A person who represents and works with an individual or group of people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

### CHSP

Commonwealth Home Support Program, formally known as HACC.

### Client/Consumer

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

## 6. Key Relevant Documents

- YMCAs of Australia Dealing with Complaints Policy
- [National Early Years Learning Framework \(EYLF\)](#)
- [My Time, Our Place: Framework for School Age Care in Australia](#)
- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)

## CONTACT DETAILS


Area Manager – Head of Children Services:	08 8200 2513
YMCA Head Office:	08 8200 2500
Education Standards Board:	1800 882 413
Department of Education:	1800 677 435

## 7. Monitoring Evaluation and Review

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

## 8. Version History

Version	Date	Description of changes	Effective Date	Review Date
1.0	19/06/2012			
2.0	05/04/2016	Update		
3.0	10/04/2019	Implement policy and procedure		
4.0	19/06/2023	Amended reporting timeline to 24 hours (from 48 hours) to meet legislative requirements.		

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		Updated timeframe for staff to report complaints to prior to the end of their shift (from 48 hours) Updated document name.		
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