

TECOMA PRIMARY SCHOOL OSHC COMPLAINTS POLICY

POLICY STATEMENT

The purpose of this policy is to:

- Provide an outline of the complaints process at Tecoma Primary School OSHC so that parents, members of the community and educators are informed of how they can raise complaints or concerns about issues arising at our program.
- Ensure that all complaints regarding Tecoma Primary School OSHC are managed in a timely, effective, fair and respectful manner.

BACKGROUND

The Education and Care Services National Regulations require approved providers to ensure their services have policies and procedures in place for dealing with complaints.

SCOPE

This policy relates to complaints brought by, parents, children, carers, members of our school community and educators and applies to all matters relating to our program.

In some limited instances, we may need to refer the complainant to another policy or area if there are different processes in place to manage the issue including:

- Complaints and concerns relating to fraud and corruption will be managed in accordance with the department's [Fraud and Corruption Policy](#)
- Criminal matters will be referred to Victorian Police
- Legal claims will be referred to the Department's Legal Division
- Complaints and concerns relating to child abuse will be managed in accordance with our [Child Safety Responding and Reporting Obligations Policy and Procedures](#).

LEGISLATIVE REQUIREMENTS

Section 172 Offence to fail to display prescribed information

Section 174 Offence to fail to notify certain information to Regulatory Authority

Regulation 168 Education and care service must have policies and procedures

Regulation 170 Policies and procedures to be followed

Regulation 171 Policies and procedures to be kept available

Regulation 172 Notification of change to policies or procedures

Regulation 173 Prescribed information to be displayed

Regulation 176 Time to notify certain information to Regulatory Authority

POLICY PROCEDURES

Tecoma Primary School OSHC welcomes feedback, both positive and negative, and is committed to continuous improvement. We value open communication with our families and are committed to understanding complaints and addressing them appropriately. We recognise that the complaints process provides an important opportunity for reflection and learning.

We value and encourage open and positive relationships with our school community. We understand that it is in the best interests of children for there to be a trusting relationship between families, our school and our program.

When addressing a complaint, it is expected that all parties will:

- behave with respect and courtesy
- be considerate of each other's views and respect each other's role
- be focused on resolution of the complaint, with the interests of the student involved at the centre
- act in good faith and cooperation
- respect the privacy and confidentiality of those involved, as appropriate

- will refrain from using social media and aim to address the concerns/complaints directly with the school
- operate within and seek reasonable resolutions that comply with any applicable legislation and Department policy.
- recognise that school/program and the Department may be subject to legal constraints on their ability to act or disclose information in some circumstances.

Complaints and concerns process for children

Tecoma Primary School OSHC acknowledges that issues or concerns can cause stress or worry for children and impact their wellbeing and learning. Tecoma Primary School OSHC encourages our students to raise issues or concerns as they arise so that we can work together to resolve them.

Children with a concern or complaint can raise them with a trusted adult at school or the program, for example, with any educators at the program, with your classroom teacher, Year Level Leader, Principal, Assistant Principal, Integration Aides, sickbay, office staff. This person will take your concern or complaint seriously and will explain to you what steps we can take to try to resolve the issue and support you.

You can also ask your parent, carer or another trusted adult outside of the school, to talk to us about the issue instead. Information about our parent/carer complaints and concerns process is outlined further below.

Further information and resources to support children to raise issues or concerns are available at:

- [Report Racism Hotline](#) (call 1800 722 476) – this hotline enables students to report concerns relating to racism or religious discrimination
- [Reach Out](#)
- [Headspace](#)
- [Kids Helpline](#) (call 1800 55 1800)
- [Victorian Aboriginal Education Association](#) (VAEAI)

Complaints and concerns process for parents, carers, community members and educators

Tecoma Primary School OSHC encourages parents, carers, members of the community and educators who may wish to submit a complaint to:

- carefully consider the issues you would like to discuss
- remember you may not have all the facts relating to the issues that you want to raise
- think about how the matter could be resolved
- be informed by checking the policies and guidelines set by the Department and Tecoma Primary School OSHC

Support person

You are welcome to have a support person to assist you in raising a complaint or concern with our program. Please advise us if you wish to have a support person to assist you, and provide their name, contact details, and their relationship to you.

Raising a concern

Tecoma Primary School OSHC is always happy to discuss with parents/carers, community members and educators any concerns that they may have. Concerns in the first instance should be directed to the Nominated Supervisor, Adelle Young or the School Principal, Rohan Thompson. Where possible, they will work with you to ensure that your concerns are appropriately addressed.

Making a complaint

Where concerns cannot be resolved in this way, parents, community members or educators may wish to make a formal complaint. The Nominated Supervisor shall be the first contact for all comments and/or complaints. However, the complainant will have direct access to the School Principal if:

- the complaint is about the conduct of the Nominated Supervisor
- the complainant is not comfortable to take the complaint to the Nominated Supervisor
- the complainant is not satisfied with the Nominated Supervisor handling of the complaint

If you would like to make a formal complaint, in most cases, depending on the nature of the complaint raised, our program will first seek to understand the issues and will then convene a resolution meeting with the aim of resolving the complaint together. The following process will apply:

1. **Complaint received:** Please either email, telephone or verbally arrange a meeting with the Nominated Supervisor or School Principal, to outline your complaint so that we can fully understand what the issues are. We can discuss your complaint in a way that is convenient for you, whether in writing, in person or over the phone.
2. **Information gathering:** Depending on the issues raised in the complaint, Nominated Supervisor or School Principal may need to gather further information to properly understand the situation. This process may also involve speaking to others to obtain details about the situation or the concerns raised.
3. **Response:** Where possible, a resolution meeting will be arranged with the Nominated Supervisor or School Principal to discuss the complaint with the objective of reaching a resolution satisfactory to all parties. If after the resolution meeting we are unable to resolve the complaint together, we will work with you to produce a written summary of the complaint in the event you would like to take further action about it. In some circumstances, the Principal may determine that a resolution meeting would not be appropriate. In this situation, a response to the complaint will be provided in writing.
4. **Timelines:** Tecoma Primary School OSHC will acknowledge receipt of your complaint as soon as possible (usually within two working days) and will seek to resolve complaints in a timely manner. Depending on the complexity of the complaint, Tecoma Primary School OSHC may need some time to gather enough information to fully understand the circumstances of your complaint. We will endeavour to complete any necessary information gathering and hold a resolution meeting where appropriate within 10 working days of the complaint being raised. In situations where further time is required, Tecoma Primary School OSHC will consult with you and discuss any interim solutions to the dispute that can be put in place.

Please note that unreasonable conduct (e.g. vexatious complaints) may need to be managed differently to the procedures in this policy.

Resolution

Where appropriate, Tecoma Primary School OSHC may seek to resolve a complaint by:


- an apology or expression of regret
- a change of decision
- a change of policy, procedure or practice
- offering the opportunity for student counselling or other support
- other actions consistent with school values that are intended to support the student, parent and school/program relationship, engagement, and participation in the school community.

In some circumstances, Tecoma Primary School OSHC may also ask you to attend a meeting with an independent third party or participate in a mediation with an accredited mediator to assist in the resolution of the dispute.

Escalation

If the complainant is unsatisfied with the outcome, they may direct their complaint to the Regulatory Authority:

Department of Education & Training
North-Eastern Victoria Region



General enquiries

Email: nevr@education.vic.gov.au

Phone: 1300333231

Fax: 0383929333

Address: Level 2, 295 Springvale Road,
Glen Waverly 3150

Record keeping and other requirements

To meet Department and legal requirements, our program must keep written records of:

- Serious, substantial or unusual complaints
- Complaints relating to the Child Information Sharing Scheme and Family Violence Information Sharing Scheme, to meet regulatory requirements - refer to Child and Family Violence Information Sharing Schemes for further information

Our program also follows Department policy to ensure that record-keeping, reporting, privacy and employment law obligations are met when responding to complaints or concerns.

COMMUNICATION

This policy will be communicated to our school community in the following ways:

- Available publicly on school website
- Included in staff induction processes
- Hard copy available from the program upon request