**Happy Little Butterfly**

**Early Learning Centre**

# Parent/Guardian Complaint/Grievance Policy

**Aim**

**Happy Little Butterfly Early Learning Centre’s** aim is to welcome parents/guardians’ comments and concerns in any area of our work and encourage parents/guardians to speak with us if they have any concerns or comments that may help us improve our service or our performance.

**Legislative Requirements**

Education and Care Services National Law Act 2010

Education and Care Services National Regulations 2017

National Quality Standards 2018

NSW Department of Education

**Who is affected by this policy?**

Children

Families

Staff

Management

**Implementation**

Any Parent/Guardian with any concern or complaint in relation to the service provided is encouraged to follow these steps:

**Minor Complaint:**

1. Parents/Guardians are encouraged to discuss minor concerns with room leader or the Nominated Supervisor as soon as possible.

**Serious Complaint (including a breach of regulations and/or allegations/occurrence of a serious incident\*:**

1. Parents should immediately discuss with Approved Provider or Nominated Supervisor.
2. Details of complaint are recorded.
3. The Approved Provider or Nominated Supervisor will investigate and keep Parents/Guardians informed of any actions taken.
4. Complaints, incidents and serious incidents will be notified to the regulatory authority through the National Quality Agenda IT System (NQA IT System).
5. Complete form within 24 hours of complaint, advise of any action taken in response to the complaint as soon as reasonably practicable after the action taken.
6. If Parents/Guardians are not satisfied with the outcome a contact number for the NSW Early Childhood Education and Care Directorate will be given to them.
7. The NSW Early Childhood Education and Care Directorate contacts are displayed in the foyer area.

\*The notification of a serious incident to a regulatory authority is needed where emergency services attended an education and care service in response to an emergency, rather than as a precaution or for any other reason. An emergency is defined as an incident, situation or event where there is an imminent or severe risk to the health, safety and wellbeing of any person present at a service.

**The Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.**

**Sources**

**Education and Care Services National Regulations 2017**

**Education and Care Services National Law Act 2010**

**Guide to the National Quality Standard 2018**

**NSW Department of Education**

**Review**

The policy will be reviewed annually. Review will be conducted by management, employees, parents and any interested parties.

**Originated: January 2020 Date for next review: January 2021**