

# Edgeworth Child Care Centre Inc.

## Parent/Guardian Complaint/Grievance Policy

### Aim

Edgeworth Child Care Centre aim is to welcome parents/guardians comments and concerns in any area of our work and encourage parents/guardians to speak with us if you 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 2011  
National Quality Standards 2011  
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:

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. Print a Notification of Complaints and Incidents (other than Serious Incidents) NL01 Form. Complete/Fill in form NL01 and send to NSW Early Childhood Education and Care Directorate Locked Bag 5107 Parramatta NSW 2124.
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 Approved Provider/Nominated Supervisor will ensure that this policy is maintained and implemented at all times.**

## **Sources**

**Education and Care Services National Regulations 2011**  
**Education and Care Services National Law Act 2010**  
**Guide to the National Quality Standard 2011**  
**NSW Department of Education**

## **Review**

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

**Reviewed: 25 October 2017**

**Date for next review: October 2018**