

Our Lady of Hope Greenwith Campus Outside School Hours Care



POLICY AND PROCEDURE DOCUMENT

COMPLAINT RESPONSE AND RESOLUTION

Our Lady of Hope Greenwith Campus Outside School Hours Care Complaint Response and Resolution Policy and Procedure

POLICY STATEMENT

The leaders and staff at Our Lady of Hope OSHC are committed to providing your child with the highest quality care and education during their time with us. At times parents and carers may need to raise a concern or complaint which can provide valuable opportunities to reflect on our practice and inform continuous improvement.

This policy outlines how we at Our Lady of Hope Greenwith Campus OSHC respond to actively resolve concerns and complaints and work with families to strengthen relationships to achieve the best possible outcomes for children and young people and do so in a timely and professional manner.

Catholic Education South Australia is committed to the safeguarding of children and young people in our care. We believe that each child and young person is created in the image of God, and we uphold their dignity and rights by maintaining a child safe culture and environment, in which abuse is not tolerated.

Our policies and processes, including the ECEC Complaint response and resolution policy ensure that we are doing all that we can to ensure children and young people are protected from risks of harm. All CESA staff are required to be aware of and follow CESA policies in reference to Safeguarding all and Responding to Complaints and Concerns Policies and Procedures.

BACKGROUND (National Law 172, 174: Regulations 168, 170)

From time-to-time, issues of concern or dissatisfaction can arise about the practice or services provided by our OSHC. A concern or complaint can be made by children, parents, families, educators, coordinators, other staff, volunteers, contractors and members of the wider community.

This policy and procedure explains how we, at Our Lady of Hope OSHC, respond to each concern or complaint to achieve respectful and mutually beneficial resolution. Our processes focus on the safety, health, respect and wellbeing of all, and put children at the centre.

Concerns and complaints are valuable opportunities to 'learn', 'listen' and reflect on our education and care quality for children and their families. The Principal of Our Lady of Hope has the delegated approval authority for this OSHC Policy.

Any complaint that alleges:

- A serious incident has occurred or is occurring at an education and care service, or
- The National Law has been contravened

must be reported to the Education Standards Board within 24 hours of receiving the complaint.

PRODEDURE DETAIL

The Complaints Response and Resolution policy and procedure is for all members of the Early Years Learning community: children, families, educators, coordinators, other staff, volunteers, contractors and the wider community.

This policy is further supported by the CESA Complaints Resolution and Response Procedure and CESA Complaint Policy for both staff parents.

Complaints about school matters (not Early Years) should be raised directly with the Principal who will listen to the concerns and support the Complaints process through the Our Lady of Hope OSHC school's Complaints

Handling procedure that has a broader scope and responds to the legislation applicable to schools. Note that ECEC services are subject to *differing legislative and compliance regulations*.

Raising a concern or complaint: (regulations 171, 173)

Information on raising a complaint will be shared with all families and staff.

The following details will be displayed; including who can be contacted for complaints relating to our ECEC service:

- The Director's name and contact details
- The contact details of the nominated supervisor, e.g. Principal
- The details of the CESA Intake team (Intake@cesa.catholic.edu.au)
- The contact details of the ESB

This information is also available on our website www.goshc.org.au and hardcopies are available from the OSHC office upon request.

A concern or complaint can be raised in a number of ways:

- directly with the person involved in the complaint and/or management:
 1. Director - Diane Griguol
 2. Assistant Director - Trisia Wilkie
 3. Principal - Paul Bennett
- emailed to oshcinfo@oloh.catholic.edu.au
- by letter:
 1. Director - Diane Griguol
 2. Assistant Director - Trisia Wilkie
 3. Principal - Paul Bennett
- by telephone on 82899751
- Via the CESA Intake team
- With the Education Standards Board (ESB) on 1800 882 413 or educationstandardsboard@sa.gov.au

All concerns and complaints are important and openly received and are to be dealt with in a timely manner.

We are required by law to notify the Education Standards Board of any complaints which identify:

- a real and serious or immediate risk to the health, safety and wellbeing of a child or children
- that the safety, health or wellbeing of a child or children may have been compromised

or

- there may have been a contravention of the National Law.

Any complaints that allege the above are required to be notified to the ESB within 24 hours.

Written communication must be provided to the complainant stating that the complaint has been received and will be actioned.

Child safety and protection concerns [Regulation 168 (2)]

If you have a concern about a child's safety regarding abuse or neglect:

- immediately report to the designated leader and/or Principal. All Education and Care staff are mandated to make a report to the Department of Child Protection when there is a reasonable suspicion of abuse and/or neglect of a child. Designated leaders and/or Principals should support

other staff to make these notifications.

- directly contact the Department for Child Protection's - Child Abuse Report Line (CARL) 131 478

If you have a concern about a child exhibiting sexual behaviours, report immediately to the Principal of Our Lady of Hope School. A child exhibiting these behaviours can be an alert that the child's wellbeing and safety may be at risk, and the behaviour can create risk of causing harm to other children.

A concern raised about a child exhibiting sexual behaviours is considered a serious incident. And must be notified to the ESB within 24 hours.

If an allegation or a concern is about a child's or children's safety in regard to abuse or neglect:

- direct the person raising the allegation or concern to immediately contact the Department for Child Protection's - Child Abuse Report Line (CARL) 131 478.
- staff members with a mandatory notification obligation make a CARL report.
- the allegation or concern is immediately reported to the Principal of Our Lady of Hope School and a notification is made to the ESB if the situation has or is occurring at the Education and Care Service within 24 hours.

Please ensure that all staff are aware of and understand their responsibilities in regard to Safe Environments for All Safe Environments for All | Catholic Education South Australia.

Receiving a concern or complaint

It is imperative that all stakeholders are aware of how to raise complaints and are aware of the steps that will be followed. Once a complaint/concern has been raised, the following steps are taken:

- Staff acknowledge the concern or complaint and direct the complainant to the Complaint Response and Resolution policy and procedure including the information about how to raise a concern or complaint.
- Following policy and procedure, staff help the complainant to identify the issue, who is involved and direct them to the appropriate person to speak to.
- Staff inform the designated leader and/or nominated supervisor of the concern or complaint received.
- The designated leader and/or nominated supervisor follows up with the complainant to ensure that appropriate steps are followed and makes records of all conversations had and steps taken.
- The Director will assess the level of seriousness of the issue related to a concern or complaint. All complaints need to be reported to the nominated supervisor, who then notifies the CESA Early Year Team if the complaint alleges that the Education and Care National Law and/or Regulations have been contravened.
- Staff complaints about ECEC staff and or management should be lodged as per the CESA Complaint Response procedure.
- Complaints from families about other children and parents will be listened to and assessed to see what part the service needs to play in this. If the complaint is about actions by family and/or child at the actual service, then the Director/Nominated Supervisor will investigate as required and follow steps as per this policy.
- Any complaint that alleges a serious incident has occurred or that the National Law has been breached requires notification from the Nominated Supervisor to the Schools Performance Leader (SPL) and the Early Years Team as well as the ESB.

Assessing a concern or complaint and appropriate actions

- the Director or Assistant Director and/or nominated supervisor assesses the seriousness of the concern or complaint to help identify actions.
- when appropriate, other colleagues are involved in the assessment of the issue and help to identify the best actions to take toward resolution
- the Director or Assistant Director may need to meet with the complainant to gather further information
- if needed, the complainant is asked to meet to further discuss the complaint, for more information and to discuss a preferred outcome
- the Director or Assistant Director may, in consultation with the SPL design an investigation plan regarding the complaint
- decide best actions to take to resolve the concern or complaint
- the complainant must be advised in writing as to what steps will take place after assessing the complaint. For example, after an assessment of this complaint we have decided that further investigation is warranted, and an investigation plan is being prepared.

Responding to and resolving a concern or complaint

After assessing the complaint, the Director or Assistant Director will:

- take actions to resolve the issue, including instructing others to act
- address the subject of the complaint and provide an opportunity for response
- inform the complainant of the actions being taken and confirm their understanding and agreement
- advise the complainant when there are delays in resolving the issue
- inform the complainant in writing when an outcome has occurred and confirm their concerns are resolved
- develop methods to monitor the issue at the heart of the complaint
- if a complainant expresses that their issue is unresolved, refer them to the nominated supervisor. Provide the nominated supervisor with all records and supporting documentation relating to the complaint.

It is important to note that once the ESB have been notified, they may determine a need to step in and conduct their own investigation. At this point of time, any investigation being conducted by CESA must be paused until the ESB have concluded their investigation.

Maintaining records (Regulation 167)

A record must be kept of every concern and complaint the service receives. Each record must include:

- the date the concern or complaint was made
- who made the complaint
- who received the complaint
- the nature of the complaint
- documentation of the meeting with the complainant
- the risk evaluation
- the actions taken in response to address the concern or complaint
- the resolution when the issue is resolved.

Please refer to our Confidentiality and Record Keeping Policy for further information on maintaining records.

Records are to be made available to CESA and the ESB if and when requested. The ESB can examine our response to a complaint at any time; this may include during an investigation of a complaint, during a monitoring visit, or at an assessment and rating visit.

Confidentiality (Regulation 181)

All concerns and complaints are treated with respect, including maintaining confidentiality. There are occasions our service is required to disclose information to SACCS and/or the ESB. SACCS is legally required to disclose information to the ESB upon request. For all other confidentiality matters, please see the Confidentiality and Record Keeping Policy.

Misconduct by staff or contractor concerns

Parents and community members should make complaints relating to alleged misconduct by a staff member or contractor directly to the nominated supervisor and/or to the CESA Intake team Intake@cesa.catholic.edu.au. CESA's Managing Allegations of Misconduct Guidelines are followed. In these circumstances, CESA is responsible for informing the ESB of the misconduct if it is established.

Anonymous complaint

In line with CESA's Complaints Response and Resolution procedure, 'anonymous complaints will be responded to, as appropriate. In some situations, complaints may not be able to be fully addressed if they are made anonymously or without sufficient detail being provided to enable an investigation or resolution of the matter. Where an anonymous complaint is deemed serious enough to warrant further investigation, to ensure procedural fairness, respondents have a right to know the particulars of the allegations being made against them and be given an opportunity to respond to them'. (p. 5)

If the anonymous complaint alleges:

- a serious or immediate risk to the health, safety and wellbeing of a child or children
- that the safety, health or wellbeing of a child or children may have been compromised
- there may have been a contravention of the National Law the nominated supervisor is required to notify the ESB.

Reflection for improved quality

Our complaints management system process is designed to support us to 'listen' and to 'learn' so we can be focused on continually improving the quality of our service. Strategies that have been implemented in response to complaints and concerns should be reflected in the service QIP.

ROLES

Roles	Responsibilities
Approved Provider/Director	<ul style="list-style-type: none"> • ensure that obligations under the Education and Care Services National Law and National Regulations are met • ensure the name and contact number of the person to whom complaints can be made is clearly displayed at the service (and FDC residence or approved venue, if applicable) • ensure that the regulatory authority is notified in writing within 24 hours of any complaints alleging that a serious incident has occurred at the service or that the Education and Care Services National Law has been breached • discuss the complaint with the complainant and make notes from the meeting or discussion • ensure the inclusion of policies and procedures for managing complaints alleging that a child is exhibiting harmful sexual behaviours • ensure policies and procedures dealing with complaints include matters relating to the provision of a complaint handling system that is child focused • take reasonable steps to ensure that nominated supervisors, educators and staff follow the Dealing with complaints policy and procedures • ensure that copies of the policy and procedures are readily accessible to nominated supervisors, coordinators, educators and staff, and available for inspection • ensure educators, staff, volunteers and students are well informed about their individual child protection responsibilities, reporting and privacy obligations and processes for responding to disclosures • notify families at least 14 days before changing the policy or procedures if the changes will: » affect the fees charged or the way they are collected or » significantly impact the service’s education and care of children or » significantly impact the family’s ability to utilise the service • regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly • ensure that complaints result in reviews of relevant policies, procedures and practices
Nominated Supervisor	<ul style="list-style-type: none"> • ensure that regulatory obligations are met in relation to dealing with complaints • implement procedures for dealing with complaints • inform families and the broader service community of the Complaint Response and Resolution policy and procedures

	<ul style="list-style-type: none"> • discuss the complaint with the complainant • ensure the approved provider is aware of the complaint, if it is a notifiable complaint, or if a complaint cannot be resolved • ensure the complaint is documented • work co-operatively with the approved provider, educators, staff and/or the complainant during the investigation or resolution of a complaint • ensure educators, staff, volunteers and students are well informed about their child protection responsibilities and reporting and privacy obligations • ensure educators, staff, volunteers and students are well informed about the different ways children express concerns or distress and disclose harm, as well as processes for responding to disclosures from children • regularly review the policy and procedures to ensure serious incidents and complaints are investigated promptly, fairly and thoroughly • ensure that complaints result in reviews of relevant policies, procedures and practices.
Educators	<ul style="list-style-type: none"> • understand and implement the the Complaint Response and Resolution policy and procedures • report all complaints received to the nominated supervisor and/or approved provider promptly so timeframes can be adhered to • support the nominated supervisor and approved provider in the investigation and/or resolution of complaints understand and are aware of child protection law and their individual responsibilities • are aware of the different ways children express concerns or distress and disclose harm, as well as the processes for responding to disclosures from children • support children to know who to talk to if they are feeling unsafe and understand the complaint handling processes.

Families	<ul style="list-style-type: none"> • be familiar with and follow the Complaint Response and Resolution policy and procedures • raise any issues or complaints in line with the policy and procedures • cooperate with service representatives dealing with complaints.
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KEY TERMS

Term	Meaning	Source
Child protection	Child protection is a broad term used to describe efforts that aim to keep children and young people safe from harm. The Department for Child Protection (DCP) is a statutory child protection service.	
Complaint	Refers to an expression of dissatisfaction with an action taken, decision made, service provided or handling of an issue at a service.	SACCS' <i>Complaint response and resolution procedure</i> .
Complainant	Is the person who raises a concern or makes a complaint about the service.	
Concern	A concern refers to a question about something that doesn't seem right in relation to an action taken, a decision made, a service provided or the handling of an issues.	
Contractor	A person or business engaged by the school and/or service for a specified period to carry out a defined paid service subject to direction of the school or service.	
Educator	Is a person employed by the service to provide education services. They include a Principal, Preschool Director, OHSC director, preschool educators and other educators.	
Education Standards Board	The regulator of ECEC services in South Australia.	
Mandated	Actions that must be followed by individuals within the scope of a policy. Often legislative or statutory obligations are the reason a policy is mandated. Following a mandated policy supports people to meet their obligations.	
Misconduct and serious misconduct	Misconduct is an intentional act that contravenes an individual's professional duties in accordance with their terms of employment or contract agreement, school and/or policies and guidelines, CESA policies and guidelines, the terms of their professional registration and statutory and legal obligations under relevant laws. Serious misconduct is misconduct of severity that it is grounds for disciplinary action.	SACCS Complaint response and resolution procedure
National regulations	Support the National Law by providing detail the operational requirements for an education and care service.	What is the NQF? ACECQA
Wider community	The wider community includes children, parents, family members, parishioners, local community members, visitors, volunteers or contractors.	

LEGISLATIVE REQUIREMENTS

EDUCATION AND CARE SERVICES NATIONAL LAW	
Sec. 172	Offence to fail to display prescribed information
Sec. 174	Offence to fail to notify certain information to Regulatory Authority

EDUCATION AND CARE SERVICES NATIONAL REGULATIONS		
168	Education and care service must have policies and procedures	There are multiple policies implemented at our service. The related policies to 'The Safe Arrival and Departure of Children' policy and procedures are shown in related policies table below.
170	Policies and procedures to be followed	Policies and procedures at the service are followed through a combination of training, supervision, and monitoring. Action is taken if any policies are breached.
171	Policies and procedures to be kept available	Policies and procedures are kept available to all educators and families and are located in the OSHC office cupboard.
172	Notification of change to policies or procedures	Appropriate authorities and governing bodies are notified of any change to policies and procedures.
173	Prescribed information to be displayed - education and care service other than a family day care service	The name and contact number of the person to whom complaints can be made is clearly displayed at the service.
176	Time to notify certain information to Regulatory Authority	The regulatory authority is notified within 24 hours of any complaints alleging that a serious incident has occurred at the service or that the Education and Care Services National Law has been breached.

NATIONAL QUALITY STANDARDS

QUALITY AREA 6: COLLABORATIVE PARTNERSHIPS WITH FAMILIES AND COMMUNITIES		
	Concept	Descriptor
6.1	Supportive relationships with families	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	Parents views are respected	The expertise, culture, values and beliefs of families are respected and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships	Collaborative partnerships enhance children's inclusion, learning and wellbeing
QUALITY AREA 7: GOVERNANCE AND LEADERSHIP		
	Concept	Descriptor
7.1.2	Management Systems	Systems are in place to manage risk and enable the effective management and operation of a quality service
7.2.1	Continuous improvement	There is an effective self-assessment and quality improvement process in place.

RELATED POLICIES AND PROCEDURES

Child Safe Environment Policy Safeguarding Children and Young People policy Child Protection Interactions with Children Policy Staffing Policy	Enrolment and Orientation Policy Incident, Injury, Trauma, and Illness Policy Governance and Management Confidentiality Policy
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SUPPORTING INFORMATION

This policy can be read in conjunction with, and is additional to, any other relevant South Australian Commission for Catholic Schools (SACCS) policy, procedure, guideline or support document, including the following:

Safe Environments for All [Safe Environments for All Catholic Education South Australia](#)
Reporting Harm of Children and Young People Procedure
Managing Allegations of Misconduct Guidelines
Managing Allegations of Sexual Misconduct in SA Education and Care Settings
Grievance Response and Resolution
Privacy Policy
Code of Conduct for Staff Employed in Catholic Schools
Whistleblower Policy

RELATED LEGISLATION

Education and Care Services National Law, Act, 2010 (Cth)
[Education and Early Childhood Services \(Registration and Standards\) Act 2011](#) (SA).
Children and Young People (Safety) Act 2017 (SA)
Education and Children's Services Act 2019 (SA)
Privacy Act 1988 (Cth)

RECORD HISTORY

Review and Record History [Regulation 170, 171 and 172]

You can only amend the customised content within this procedure

Parents of children enrolled at the service must be notified at least 14 days before making any change that may have a significant impact on:

- a) The services provision of education and care to any child enrolled at the service
- b) The families' ability to utilise the service.

If you consider the notice period would significantly pose a risk to the health, safety and wellbeing of children then parents can be notified of the change as soon as practicable.

Last reviewed: [\[02/12/2025\]](#)

Next review date: [\[02/09/2030\]](#)

Approved by: Out of School Hours Care (OSHC) & Preschools Compliance Officer

Contact:

Learning and Curriculum

Early Years

Email: ap@cesa.catholic.edu.au

School Board reviews and develops policies that consider our context, regulations, and standards.

Principal's Signature
PAUL BENNETT

DATE

OSHC Director
DIANE GRIGUOL

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Ratified by the OSHC Management Committee

Chairperson's Signature

DATE
