

Compliment and Complaint Handling

Applies to: All Koorana staff, students, volunteers, families and visitors as well as Koorana Board Members.

Purpose

1. To ensure that families and community members are able to provide formal feedback including compliments and complaints regarding Koorana services.
2. To ensure that children, parents, guardians and staff will be free to raise and have resolved any complaints that they may have regarding the service without fear of retribution.

Version: 2

Date approved: 16/2/2017

Next review date: 16/2/2019

Approved by: CEO

Policy context: This policy relates to

Standards or other external requirements

National Quality Standards – Quality Area 7 – Standard 7.3, Element 7.3.4 [Preschool only]
<http://files.acecqa.gov.au/files/National-Quality-Framework-Resources-Kit/NQF-Resource-03-Guide-to-NQS.pdf>

NSW Disability Services Standards
<http://www.qip.com.au/standards/national-disability-services-nds-standards/>

Legislation or other requirements

Children (Education and Care Services National Law Application) Act 2010 [Preschool only]
<http://www.legislation.nsw.gov.au/acts/2010-104.pdf>

Education and Care Services National Regulations [(2)(o) under Regulation 168] [Preschool only]
<http://www.acecqa.gov.au/national-regulations>

Ombudsman Act 1974
<http://www.legislation.nsw.gov.au/#/view/act/1974/68>

Disability Inclusion Act 2014 (NSW)
<http://www.legislation.nsw.gov.au/acts/2014-41.pdf>

	<p>Disability Inclusion Regulation 2014 http://www.austlii.edu.au/au/legis/nsw/num_reg/dia2014dir20142014751l28n2014666.pdf</p> <p>National Disability Insurance Scheme Act 2013 https://www.legislation.gov.au/Details/C2013A00020</p>
Contractual obligations	N/A
Resources	<p>Child Safe Workshop – Activity Book, Office of the Children’s Guardian https://www.kidsguardian.nsw.gov.au/child-safe-organisations/child-safe-face-to-face</p>

Documents related to this policy	
Related policies	<p>Rights & Responsibilities</p> <p>Professional Boundaries</p> <p>Code of Conduct</p>
	<p>Behaviour Support</p> <p>Child Protection</p> <p>Guiding Children’s Behaviour</p>
Forms, record keeping or other organisational documents	<p>Complaints from Children Recording Form</p> <p>Customer Feedback Form</p> <p>Service Agreement</p>

Definitions

"Koorana" means Koorana Child and Family Services Incorporated.

"Parents" includes a legal guardian.

"Visitors" includes visiting professionals, performers and contractors.

"Staff" is a Koorana staff member.

"Student" is a person from a secondary or tertiary institution engaging in work experience.

"Volunteer" is a person from the community offering their talents and service to assist Koorana staff.

"Board member" is a person serving on Koorana's board.

"Child or Young Person" is a person under the age of eighteen years.

POLICY STATEMENT

Koorana is committed to providing flexible and responsive services to families and children, which reflect our deep commitment to an inclusive and holistic approach to early education, intervention and family support.

Koorana will receive compliments and complaints as part of our ongoing service to the community. To ensure ongoing customer and staff satisfaction, it is vital that compliments and especially complaints are dealt with professionally.

Koorana is committed to resolve any difficulties or complaints that a family may have, in a prompt, impartial and just manner.

Families and their children who receive Koorana services as NDIS participant are protected under Australian Consumer Law when they purchase disability supports, aids or equipment from Koorana. Under Australian Consumer Law services must be provided with due care and skill and within an agreed or reasonable time.

The Australian Competition and Consumer Commission can provide information about buying disabilityrelated products and services here: www.accc.gov.au.

NSW Fair Trading can investigate unfair practices, and monitor businesses through licensing: www.fairtrading.nsw.gov.au.

RIGHTS OF KOORANA SERVICE USERS

As a Koorana family, you have the right to:

- access information about your child's program, including any file notes
- be treated respectfully
- have your privacy and confidentiality respected to the greatest extent permitted by law

- understand how we prioritise places within our programs
- access an interpreter or translator as required
- provide feedback about your experience with the service or program
- an advocate (for example, the Disability Advocacy Service)
- know and understand Koorana's complaint process
- have any complaints investigated respectfully and openly
- access the Health Care Complaints Commission (1800 043 159) or Ombudsman.

PRACTICES

Parents, guardians and children are able to make compliments and compliments in a variety of ways.

These are:

- Face to face
- Telephone
- E-mail
- Letter
- Using the attached form

Compliments

Where a parent or community member wishes to provide a compliment regarding a Koorana service or staff, they will have access to a Customer feedback form to complete. The Customer Feedback form is available as part of the Koorana pack given to families as well as online on Koorana's website (www.koorana.org.au).

Where the compliment is based on a particular staff member or staff team, it will be reported to management to highlight exceptional performance.

Feedback

Feedback can be provided directly to a staff member providing you with services, or to any other Koorana staff member. Feedback can be spoken or written. At your request we will arrange an interpreter to assist with providing and discussing your feedback.

Complaints

If you wish to make a complaint about the service you are receiving, or any other aspect of your interactions with Koorana, you are very welcome and encouraged to do so.

You can initiate a complaint through any Koorana staff member. Your complaint is confidential and will be investigated respectfully and openly by Koorana management. You can involve an advocate at any stage of the complaint process. Koorana will provide an interpreter at your request at any stage of the complaint process. At any stage, before, during or after the Koorana complaint process you can access or make a complaint with the Health Complaints Commission, NSW Department of Education (Preschool only), NSW Ombudsman or NSW Fair Trading.

Complaint Handling Procedure:

- Where a parent or community member has a complaint regarding a Koorana service, it should in the first instance be addressed with the relevant staff member – this may lead to a quick resolution of the difficulties.
- If the above is not deemed appropriate or if it fails to work out a solution contact can be made with the relevant Preschool/Team Leader either verbally or in writing. Every effort will be made to resolve the complaint at this level. The Preschool/Team Leader should adopt a mediating problem-solving approach, with efforts made to encourage constructive communication between the parties involved.

Service	Who to complain to
Croydon Street Preschool	Preschool Leader
Phillip Street Preschool	Preschool Leader
Skill Development and Therapy Team Inner West	Skill Development & Therapy Team Leader Inner West
Preschool Intervention Support Inner West	Skill Development & Therapy Team Leader Inner West
Service and Transition Support Inner West	Service and Transition Support Team Leader Inner West
Playgroup	Playgroup Team Leader
Skill Development and Therapy Team South West	Skill Development & Therapy Team Leader South West
Service and Transition Support South West	Service and Transition Support Team Leader South West

All Team Leaders can be contacted on 9750 4100 and you will be transferred to the relevant Team Leader.

**For Croydon Street Preschool please call 9759 4494. For
Phillip Street Preschool please call 9750 3655.**

- Where there is a complaint made by a parent in relation to a staff members conduct or child protection issues, this complaint must be reported to the Preschool/Team Leader and where necessary the Child Protection Policy followed.
- Staff are to record any complaint taken in person or over the phone, ensuring that all relevant information is obtained.
- Staff are to provide the parent or community member with details of the anticipated time it may take to follow up the complaint.
- The parent or community member is to be requested to complete a Customer feedback form at this time.

- Any complaint that has been discussed between the Preschool/Team Leader and the person(s) involved and is still unresolved is referred to the Service Operations Manager (Inner West or South West).
- If after this process, the complaint remains unresolved, the General Manager Client Services, in consultation with the parties involved, will determine the next course of action. This may necessitate the involvement of the CEO or mediators.
- If the family are not satisfied with the resolution or action taken they can write to the President of the Board who will review the steps taken to address the complaint and determine any additional follow up to be taken.
- Where the complaint relates to the operation of a preschool, or a perceived breach of the Education and Care Services National Regulations or the Children (Education and Care Services National Law Application) Act 2010, the Preschool is required to notify the Department of Education of the complaint.

The Compliment and Complaint Handling policy and Customer Feedback form are available as part of the Koorana pack given to families as well as online on Koorana's website (www.koorana.org.au). When a family ends their service from Koorana, they will be provided with an exit survey on which the family can pass on feedback.

To speak with Koorana Management please call 9750 4100 and you will be transferred to the relevant Manager.

If the family is not satisfied with the action undertaken by Koorana they are free to contact:

The NSW Ombudsman

Phone: 02 9286 1000

Toll free (outside Sydney metro): 1800 451 524 Complaints:

ONLINE COMPLAINT FORM is available at

<http://www.ombo.nsw.gov.au/complaints/making-a-complaint>

Web: www.ombo.nsw.gov.au

Email: nswombo@ombo.nsw.gov.au

Fax: 02 9283 2911

Health Care Complaints Commission

Phone: (02) 9219 7444

Toll free: 1800 043 159

Complaints: ONLINE COMPLAINT FORM is available at

<http://www.hccc.nsw.gov.au/Complaints/Online-Complaint-Form/Online-Complaint-Form/default.aspx>

Web: www.hccc.nsw.gov.au

Email: hccc@hccc.nsw.gov.au



Fax: (02) 9281 4585

NSW Fair Trading Phone:

13 32 20 Complaints:

http://www.fairtrading.nsw.gov.au/ftw/About_us/Online_services/Lodge_a_complaint.page? Web:

<http://www.fairtrading.nsw.gov.au/>

NSW Early Childhood Education and Care Directorate (Department of Education) [Preschool only]

Phone: 1800 619 113

Web: www.det.nsw.edu.au

E-mail: ececd@det.nsw.edu.au

Compliments and complaints received via social media

Families and community members are encouraged to provide compliments and complaints via the above mentioned mediums. However, Koorana may also receive compliments or complaints via social media. Families and/or clients who interact with our social media (e.g. Facebook, website etc.) should behave respectfully at all times. We would like our social media connections to conduct themselves appropriately when interacting with Koorana's social media.

Koorana does not tolerate our social media connections sending inappropriate electronic communication or posting online content or comments via Koorana's social media that harass, offend, intimidate or humiliate another being.

In addition, members who publish false or misleading comments about another person on Koorana's social media may be liable for defamation.

Anonymous Complaints

Whilst a person may choose to make an anonymous complaint about a Koorana service, we encourage parents and community members to provide their details to ensure that their concerns are acted upon in an effective and timely manner. It is often difficult for a Preschool/Team Leader, Service Operations Manager or General Manager Client Services to raise the issue for resolution if a complaint is made anonymously.

Complaints by Children

- Staff are required to record any concerns or complaints that are held by children.
- Where a child has a concern regarding a Koorana service, staff are required to discuss the concern with the child.
- Where a child has a concern in relation to a staff member's conduct this complaint must be reported immediately to the Preschool/Team Leader and depending on the seriousness of the concern to the Service Operations Manager and General Manager Client Services.



- Where appropriate the concern is to be addressed by the Preschool/Team Leader, the parents, and if required, with the Service Operations Manager.
- The attached form can be used to identify any patterns of concerns held by children.

Complaints from Children Recording Form

Children should be encouraged to share their compliments and suggestions and on completion post it to:
Service Operations Manager Inner West OR South West *(please identify relevant region)* PO
Box 403
Belmore NSW 2192.

A parent, guardian or staff member can help the child complete the form.

Child's name : (optional) _____

Date: _____ Service: _____

Details of the child's concern:

How was the concern addressed?

Was this concern addressed with the parents?

Was the concern addressed with the Service Operations Manager and/or General Manager Client Services?
