



Dealing with Complaints

Purpose of this Policy

To ensure that School Support Services has clear guidelines in dealing with complaints in a fair, timely and professional manner.

School Support Services will:

- School Support Services will ensure that the name and telephone number of the Responsible Person to whom complaints and grievances may be addressed are displayed prominently at the main entrance of each OSHC service (Regulation 173)
- School Support Services will ensure that the address and telephone number of the Authorised Officer at the DET regional office are displayed prominently at the main entrance of the service (Regulation 173)
- School Support Services will ensure that all policies are available for inspection at the service at all times
- School Support Services Educators and Management will respond to all complaints discretely, effectively and in a timely way either verbally or in writing
- OSHC Service Coordinators should respond to any minor complaints directly with the affected party in an attempt to find a fair resolution
- All School Support Services employee, students and volunteers will maintain confidentiality at all times
- OSHC Service Coordinators must refer complaints that require the DET to be notified, to School Support Services Management in a timely manner (DET must be notified within 24 hours of complaint). A notifiable complaint is where a complaint alleges that a child's health, safety or wellbeing has been compromised and/or the relevant legislation has been contravened.
- School Support Services Management will inform DET in writing within 24 hours of receiving a notifiable complaint (Regulation 176)

OSHC Families are responsible for:

- Raising a complaint directly with the OSHC Service Coordinator, in an attempt to resolve the matter promptly and effectively
- You should deal with any concerns in a positive and constructive manner when speaking with School Support Services educators and Management
- Communicating verbally with OSHC Service Coordinator or in writing, any concerns relating to the management or operation of the service to School Support Services Director.
- Any unresolved issues or serious concerns should be raised directly with School Support Services Management

Director: jordan@schoolsupportservices.com.au

Approved Providers: jordan@schoolsupportservices.com.au

carol@schoolsupportservices.com.au

- Maintaining confidentiality and integrity at all times
- Co-operating with School Support Services to ensure the complaint can be dealt with discreetly, effectively and in a timely manner
- Familiarising themselves with the name and telephone number of the Responsible Person to whom complaints and grievances should be addressed, as displayed at each OSHC service

Further information can be found at:

<http://www.education.vic.gov.au/about/contact/Pages/complaineec.aspx>

Volunteers and students, while at the OSHC service, are responsible for following this policy and its procedures