

## C22. COMPLAINTS AND FEEDBACK

Content:	Illawarra Aboriginal Corporation Policies and Procedures
Version:	1.0
Section:	Childcare
Applies To:	Board, Management and Staff of all IAC Childcare Services
Date:	May 2014 (Review May 2017)

### Background and Purpose

The IAC's Childcare policies articulate our aims, goals and philosophies in caring for children in our long day care and preschool services. They explain how the IAC works with its management, staff and other agencies to ensure that our children are afforded the best and most appropriate care and that we meet all of the requirements of NSW Department of Education & Communities.

### Principle

The IAC recognises and understands that positive, negative and informative feedback and complaints can help to improve service delivery.

The IAC is committed to working with NSW Department of Education & Communities in an open and positive manner to ensure that our feedback and complaints response system is timely and appropriate to the concerns of families of children in our care, staff of our childcare services and the community.

### Our Commitment

*The IAC will:*

- ensure that parents and families of children in our care are aware of their rights including their right to complain about the services provided by the IAC and their right to provide feedback
- ensure that complaints and feedback are dealt with appropriately and in a timely manner as per our complaints policies
- ensure that parents and families of children in our care can make complaints or feedback without any retribution or impact on the services they receive
- maintain a record of all complaints and feedback
- provide a simple complaint and feedback form
- identify and respond to patterns of complaints that highlight systemic problems in the delivery of services
- seek verbal feedback from parents and families of children in our care where the Coordinator identifies their reluctance to provide written complaints or feedback
- notify complainants about the progress and result of their complaint
- ensure that parents and families of children in our care are aware of their ability to directly approach Family & Community Services with any concerns or complaints

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### COMPLIANCE

*This policy complies with:*

- Children and Young Persons (Care and Protection) Act 1998
- Children (Education and Care Services) Supplementary Provisions Regulation 2012

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### REFERENCES

*This policy should be read with:*

- Children (Education and Care Services) Supplementary Provisions Regulation 2012 -
- All Governance policies