Integricare
Exceptional learning and care

COMPLAINTS POLICY

SCOPE
For all employees, students, volunteers, families, children, suppliers and visitors of Integricare.

POLICY PURPOSE
Feedback from families, staff and the wider community is fundamental in creating an organisation working towards the highest standard of quality and care. It is foreseeable that feedback will include divergent views, which may result in complaints.

This Policy details Integricare's procedures for receiving feedback and complaints. Parents, Staff, Visitors, Students and the community can make a complaint, with the understanding that it will be managed conscientiously and confidentially.

DEFINITIONS
Complaint: A complaint is an expression of dissatisfaction made to or about an organisation related to its products, services, staff or management of a complaint, where a response or resolution is explicitly or implicitly expected or legally required.

Feedback: Feedback is commentary on services, staff or the organisation from customers or other external parties where no action and/or response is expected.

GUIDING PRINCIPLES
Feedback provided helps Integricare to identify any general or specific issues about potential service improvements.

Our intention is to deal with all complaints fairly and with integrity. We will treat those making a complaint with courtesy, respect and fairness at all times. All complaints received will be dealt with privately and confidentially, subject to the need to disclose information as required by statutory or legal authorities or to investigate the complian appropriately.

THE POLICY PROCEDURE
If staff, parents, families, children or visitors at an Integricare service would like to tell us about something that they have seen or experienced that does not feel right or something that they are concerned about they can provide feedback or make a complaint.

The nature of complaints differs widely. Some complaints can be resolved quickly through open communication or an apology. Sometimes the scope of a complaint is not clear, and clarification is needed from the complainant. More complex complaints may require approved providers, managers and staff to conduct an investigation or make enquiries to other organisations.

Who can make a complaint:

- Parent/family
- Children
- Staff
- Students/Volunteers
- Suppliers/Contractors
- Visitors

What can someone complain about:

- Feedback about staff, the service or the organisation
- Concerns of children's safety and well-being
- Concerns of environmental safety
- Concerns of staff behaviour or communication

If staff believe the complaint is a serious incident, notifiable or a child safety issue and have a reason to suspect a child is experiencing certain types of harm or is at risk of experiencing certain types of harm they will have to report this to the relevant regulatory authority – *See complaints handling and child protection policies.*

How to make a complaint:

1) Face-to face conversation with a staff member
In situations where someone is dissatisfied with a service, staff member or decision, it is best to try and resolve the matter by having a discussion with staff members who have been directly involved.

If this does not resolve the matter, or if there are reasons why you cannot take this step then:

2) Contact the relevant Centre/Service Manager, this can be done by:
- Face-to-face
- Email
- Phone Call

A time can then be arranged for a meeting where the complaint can be fully discussed and for further information to be given about procedures to resolve complaints. The Service Manager will then investigate the complaint, make a detailed record of the complaint and meet again following this to resolve the issue. A copy of the complaints record will be made available to all parties involved in the complaint.

If this step does not resolve your concern, then you may:

3) Contact Integricare senior management through Group Services. They will discuss the complaint with you and work towards resolving the complaint for you. Contact details:
- Email: admin@integricare.org.au
- Phone: 8746-5900

If this step does not resolve your concern, then:

4) You may take the matter to the relevant government complaints body.
- Commonwealth Ombudsman
  Phone: 1300 362 072 Email: ombudsman@ombudsman.gov.au Website: www.ombudsman.gov.au/pages/making-a-complaint/
  Post: GPO Box 442, CANBERRA ACT 2601
- *DCJ* Complaints and Feedback | Communities and Justice , *Your Feedback* widget.

You can read more about how we handle complaints by reading our complaints handing policy PC03-03 Dealing with Complaints Policy

INTEGRICARE RELATED POLICIES, FORMS AND RESOURCES (PFRs)

- Dealing with Complaints Policy
- Whistleblower Policy
- Child Protection Policy
- Child Safe Policy
- Confidentiality and Privacy Policy
- Complaints Record (Family)
- Complaints Register

LEGISLATION AND SOURCES:

RELATED LEGISLATION

- Child Care Subsidy Secretary's Rules 2017
- Family law Act 1975
- Children's Guardian Act 2019
- Child Protection (Working with Children Act 2012
- Privacy and Personal Information Protection Act 1998
- National Quality Standards