



South Turrumurra Out of School Hours Care

Turrumurra Public School Kissing Point Rd
Turrumurra 2074 NSW (02) 9144 4769



Dealing with complaints

Policy

We aim to provide the best quality care and a collaborative approach between staff, parents, school and children is the best way of achieving this. Everyone should feel free to communicate both positive feedback and concerns they may have regarding our service. South Turrumurra OOSH will make every effort to inform all who attend the service, of the avenues they can use to voice a concern. Any concern raised will be addressed promptly and confidentially.

Legislative Requirements & Related Policies

- Education and Care Services National Law – 174 (2)(b)
- Education and Care Services National Regulations – 168(2)(o), 173(2)(b), 176(2)(b)
- National Quality Standards 5.2.2, 6.1.1, 6.1.2, 6.1.3, 7.1.2, 7.1.3
- South Turrumurra OOSH handbook – ‘A guide to life at OOSH.’
- My Time, Our Place Learning Framework – Learning outcomes 1, 5
- NSW Department education and training – Complaint handling, policy and guidelines.
- South Turrumurra: Enrolment and Orientation Policy
- South Turrumurra: Staffing Policy



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Procedure

- At South Turrumurra OOSH we believe that feedback helps us to provide high quality care and support the right of families to raise concerns.
- South Turrumurra OOSH will take all reasonable steps to ensure that anyone making a complaint is not adversely affected because a complaint has been made by them or on their behalf.
- Any concern raised will be handled promptly and professionally with reference to relevant policies & procedures and aim to resolve the matter in a timely manner.
- South Turrumurra OOSH is a separate entity to Turrumurra Public School and their P&C committee. Complaints about OOSH should therefore be expressed to the OOSH Committee or Centre Coordinator.
- Upon enrollment, every family will have access to 'A guide to life at OOSH' handbook, outlining to process of making a complaint.
- The following steps are to be followed when raising an issue of concern:
 1. Raise the concern with the coordinator/assistant coordinator.
 - The issue can be communicated verbally or in writing to the coordinator. If the issue is being raised verbally, the coordinator/assistant coordinator will discuss the issue in an area away from children, staff and other parents.
 - The issue will be recorded including the date, details of the issue being raised and how the issue is resolved. The record will be made digitally, on the families file in SmartCentral.
 2. If the parent remains concerned about the issue, or the complaint regards Centre Coordinators, the issue may then be submitted in writing via email to a member of the management committee.
 - A member of the committee will then meet with the coordinator to discuss strategies to resolve the issue, and the parent will then be notified in writing or verbally of the outcome. If required, a meeting will be set up with a member of the committee, the coordinator and parent to discuss the strategies to resolve the issue.
 - The issue will be recorded including the date, details of the issue being raised and how the issue is resolved. The record will be digitally filed on the family's account in SmartCentral. Any physical copies of the report will be scanned if necessary and then shredded.
 - Educators will be made aware of any issues of relevance that they need to be address or be aware of. Educators will be supported in rectifying issues addressed.

Created by Amy Kitto on 15/07/20

Reviewed by Kate Pearson & Scott Everard on 03/08/21



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- If the issue of concern cannot be resolved internally, then an external third party will be offered, such as the School Principal, Department of Education or Care Services or a section of the Ombudsman.
- If a complaint alleging that the safety and/or wellbeing of a child was, or is, being compromised or the law has been breached, a report to the Regulatory Authority can be made.

Child Complaints

- South Turrumurra OOSH recognises the right of children to be heard and have a say in matters that affect them.
 - If children attending the service wish to raise an issue of concern, they can always approach any staff member who will help to resolve the issue, with the guidance of the Centre Coordinator if necessary.

Issues of concern involving both South Turrumurra OOSH and the School Community

- If the concern being raised involved both OOSH and the school community, the concern should be communicated to the coordinator, school principal and any relevant members of the P&C committee or teachers.
- The coordinator will discuss the issue with the school principal to develop strategies to best resolve the issue.

Confidentiality and Record Keeping

- All complaints will be kept confidential and meetings will be carried out away from other parents, staff and children.
- Records will state the date the issue was raised, details of the issue and the steps taken to resolve the issue.
- All records will be kept in the families' confidential file.



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Relevant contact details when raising an issue of concern

- Telephone – (02) 9144 4769
- Email – coordinator@tpsoosh.com.au
- Committee email – president@tpsoosh.com.au
- Regulatory Authority
 - Website: www.det.nsw.edu.au
 - Phone: 1800 619 113
 - Email: ececd@det.nsw.edu.au