Procedure 1.05.9 Complaints

Introduction

Bega Valley Shire Council education and care services aspire to provide quality education and care programs. Council recognises that occasions may arise where complaints are lodged against employees or service operations by members of the public or external organisations.

A comprehensive complaints policy can be found on the Bega Valley Shire Council website: www.begavalley.nsw.gov.au

Strategies

Advice and support from staff

Any person or representative of an organisation with a question or concern can speak with a member of staff at the education and care service. They may be able to help, or will direct them to the person who is best able to help.

Clear process and response timelines

If a person or organisation wishes to make a complaint they should follow the Complaints process outlined on the Bega Valley Shire Council website (www.begavalley.nsw.gov.au)

In summary families or representatives of an organisation should:

1. Contact the Nominated Supervisor for the education and care service by telephone or in writing. If the matter is urgent and the Nominated Supervisor is unavailable speak with the Responsible Person on the premises or the Authorised Provider.
2. If the complaint relates to the Nominated Supervisor contact the Authorised Provider directly.
3. At any time the person or organisation can also contact:
   a. the Department of Fair Trading if the concerns relate to business practices,
   b. the Department of Education and Communities if they believe there has been a breach of approvals or regulations
   c. the Department of Human Services, Community Services if concerns relate to child protection.

The Nominated Supervisor or Responsible Person will:

- Document the complaint or concern and take steps within 24 hours to identify how best to address the issue.
- Contact the Authorised Provider and outline the complaint or concern.

The Authorised Provider will:

- Document the complaint or concern
- Follow the complaints policy for Bega Valley Shire Council
- Notify the Department of Education and Care of the complaint within 24 hours. Depending on the nature of your complaint, the Authorised Provider may also be required to advise other government departments about the matter.
Complaints are monitored, managed and responded to effectively.

Legislative requirements

- *Children Legislation Amendment (Wood Inquiry Recommendations) Act, 2009.* Keep them Safe – A shared approach to child well-being
- Education and Care Services National Regulations, 2011.
References

- Bega Valley Shire Council, Behaviour of Councillors and Staff (5.02.1) Code of Conduct Online: www.begavalley.nsw.gov.au
- Bega Valley Shire Council policy 5.13.7 Complaints against employees - Online: www.begavalley.nsw.gov.au
- Bega Valley Shire Council Children’s Services, Child protection procedure, Operational draft, June 21012.