Procedure 1.05.9 Complaints

Department | Community Relations and Leisure
Responsible Officer | Manager | Children, Families and Ageing

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](http://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](http://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.
Procedure 1.05.9 Complaints
Version: 1
Issued: 3 February 2014
Next review: November 2017

Contact details for Council representatives and who to make a complaint to:

<table>
<thead>
<tr>
<th>Approved Provider/Location</th>
<th>Group Manager</th>
<th>Nominated Supervisor</th>
<th>Contact Details</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSXP 91001115</td>
<td>Anthony Basford</td>
<td></td>
<td>(02) 6499 2344 0438 302 179 <a href="mailto:abasfor@begavalley.nsw.gov.au">abasfor@begavalley.nsw.gov.au</a></td>
</tr>
<tr>
<td>Eden Child Care Centre</td>
<td>Anthony Basford</td>
<td>Joan Wood</td>
<td>(02) 6496 1660 0428 188 248 <a href="mailto:jwood@begavalley.nsw.gov.au">jwood@begavalley.nsw.gov.au</a></td>
</tr>
<tr>
<td>Bandara Children’s Services</td>
<td>Anthony Basford</td>
<td>Mandy Jackson</td>
<td>(02) 6492 4360 <a href="mailto:m.jackson@begavalley.nsw.gov.au">m.jackson@begavalley.nsw.gov.au</a></td>
</tr>
<tr>
<td>Eden Preschool</td>
<td>Anthony Basford</td>
<td>Lynn Bray</td>
<td>(02) 6496 1124 <a href="mailto:lbray@begavalley.nsw.gov.au">lbray@begavalley.nsw.gov.au</a></td>
</tr>
<tr>
<td>Sapphire Mobile Children’s Service and Bega Vacation Care</td>
<td>Anthony Basford</td>
<td>Jenny Bussing</td>
<td>0428 871 159 <a href="mailto:jbussing@begavalley.nsw.gov.au">jbussing@begavalley.nsw.gov.au</a></td>
</tr>
</tbody>
</table>

External contact details for making a complaint

<table>
<thead>
<tr>
<th>Service provider</th>
<th>Contact details</th>
</tr>
</thead>
<tbody>
<tr>
<td>Department of Education and Communities</td>
<td>1800 619 113 (toll free) or 02 9716 2100 Fax: 02 9716 2162 <a href="https://www.det.nsw.edu.au">https://www.det.nsw.edu.au</a> Email: <a href="mailto:cslicensing@dhs.nsw.gov.au">cslicensing@dhs.nsw.gov.au</a></td>
</tr>
<tr>
<td>Department of, Community Services Child Protection Hotline</td>
<td>02 6499 0500 (Bega office) 13 2111</td>
</tr>
<tr>
<td>Australian Children’s Education and Care Quality Authority</td>
<td>1800 181 008</td>
</tr>
</tbody>
</table>

Evaluation

Complaints are monitored, managed and responded to effectively.

Legislative requirements

- Education and Care Services National Regulations, 2011.
References

- Bega Valley Shire Council policy 5.13.7 Complaints against employees - Online: [www.begavalley.nsw.gov.au](http://www.begavalley.nsw.gov.au)
- Bega Valley Shire Council Children’s Services, Child protection procedure, Operational draft, June 21012.