



## COMPLAINTS AND GRIEVANCE DOCUMENT – REGISTER

(M)

### POLICY:

Outlets Co-operative Neighbourhood House LTD will investigate all complaints and grievances fairly and document in a timely manner.

Complaints or grievances may be received from anyone who comes in contact with Outlets Co-operative Neighbourhood House LTD parents/guardians, volunteers, students, members of the local community and other agencies.

### DEFINITIONS:

**Complaint:** (In relation to this policy) a complaint is defined as an issue of a minor nature that can be resolved promptly or within 24 hours and does not require a detailed investigation. Complaints include an expression of displeasure, such as poor service, and any verbal or written complaint directly related to the service (including general and notifiable complaints). Complaints do not include industrial or employment matters, occupational health and safety matters (unless related to the safety of the children) and issues related to the legal business entity.

**Complaints and Grievances Register:** (In relation to this policy) records information about complaints and grievances received at the service, together with a record of the outcomes. This register will be kept in a secure file, accessible only to the centre's managers. The register can provide valuable information to the General Manager on meeting the needs of children and families at the service.

**General complaint:** A general complaint may address any aspect of the service eg. a lost clothing item or the service's fees. Services do not have to inform DET, but the complaint must be dealt with as soon as is practicable to avoid escalation of the issue.

**Grievance:** A grievance is a formal statement of complaint that cannot be addressed immediately and involves matters of a more serious nature eg. the service is in breach of a policy or the service did not meet the care expectations of a family.

**Notifiable complaint:** A complaint that alleges a breach of the Act or Regulation, or alleges that the health, safety or wellbeing of a child at the service may have been compromised. Any complaint of this nature must be reported by the Approved Provider to the secretary of DET within 24 hours of the complaint being made (Section 112, Regulation 119). If the Approved Provider is unsure whether the matter is a notifiable complaint, it is good practice to contact DET for confirmation.

### Written reports to DET-QAR must include:

- ❖ details of the event or incident
- ❖ the name of the person who initially made the complaint
- ❖ if appropriate, the name of the child concerned and the condition of the child, including a medical or incident report (where relevant)
- ❖ contact details of a nominated member reporting the notifiable complaint
- ❖ any other relevant information. Written notification of complaints must be submitted using the appropriate forms, which can be found on the ACECQA website:

[www.acecqa.gov.au](http://www.acecqa.gov.au)

**Serious incident:** An incident resulting in the death of a child, or an injury, trauma or illness for which the attention of a registered medical practitioner, emergency services or hospital is sought or should have been sought. This also includes an incident in which a child appears to be missing, cannot be accounted for, is removed from the service in contravention of the Regulations or is mistakenly locked in/out of the service premises (Regulation 119). A serious incident should be documented in an Incident, Injury, Trauma and Illness Record (sample form available on the ACECQA website) as soon as possible and within 24 hours of the incident.

The Department of Education Training (DET) – Quality and Assessment Regulation Division (QAR) within 24 hours after the occurrence of either of these incidents.

AEID phone 70051801 [wmr.qar@education.vic.gov.au](mailto:wmr.qar@education.vic.gov.au)



**ATTACHMENTS – COMPLAINTS AND GRIEVANCE REGISTER**

Date issue raised	Name of person making the complaint/grievance + contact number	C - Complaint G - Grievance	Nature of issue	Outcome

**Person Receiving and Position:**

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**DATE:**

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