

Related Documents:  Policy  Other Document

## APPLICATION OF THIS POLICY

This policy applies to all Anglican Education and Care Services (ECS)<sup>1</sup>, including Outside School Hours Care (OSHC) services, for which The Corporation of the Synod of the Diocese of Brisbane (the Diocese) is the Approved Provider. Other Anglican ECS in Queensland have approval from the Anglican Schools Commission (ASC) to utilise this policy and associated procedures.

The *Complaints Management in Anglican Education and Care Services Procedures* outline the roles, responsibilities and processes that must be used when actioning this policy.

This policy and the procedures must be made available to all persons employed by and associated with the ECS. The documents should be available on the ECS website and from the ECS Director/Coordinator.

Throughout the policy and procedures, unless otherwise indicated, references to ECS staff include the Nominated Supervisor, Director/Coordinator and all other employees.

### 1. SCOPE

This policy outlines the requirements for ECS management of complaints made by staff, volunteers, children attending the ECS<sup>2</sup>, their parents or other members of the ECS community.

A complaint, for the purpose of this policy and procedures, is a report of a grievance, problem, difficulty or concern made in relation to:

- an action, behaviour, omission or decision by the Nominated Supervisor or an ECS staff member or volunteer; or
- the actions or behaviour of a visitor to the ECS.

Complaints may be raised in relation to educational or operational matters, non-compliance with legislation or regulations, non-compliance with child protection policies and procedures or allegations in relation to risks to the safety, health or wellbeing of a child while being educated.

### 2. EXCLUSIONS

This policy and the associated procedures do not apply to:

- allegations of suspected sexual harassment or misconduct – see the [Protocol for Dealing with Sexual Misconduct](#);
- alleged workplace bullying, discrimination, physical assault, harm or harassment (other than sexual harassment) – refer to the relevant ECS policy and procedures or, in their absence, the [Diocesan Bullying, Harrassment and Discrimination Policy and Procedures](#); or
- alleged or suspected abuse or neglect of a child enrolled at the ECS or inappropriate behaviour by a staff member or volunteer towards a child enrolled at the ECS – Refer to the *Child Protection in Anglican Education and Care Services Policy and Procedures*.

### 3. STATEMENT OF COMMITMENT

Anglican Education and Care Services are committed to providing high quality education and care services within an environment that is safe and supportive for all children, parents, ECS staff and volunteers. The ECS is also committed to building and maintaining positive, professional relationships with children, parents and members of the ECS community.

To help meet this commitment, the ECS will provide an efficient, transparent and accessible mechanism for addressing complaints by children, parents, staff, volunteers, visitors and members of the ECS community.

## POLICY STATEMENT

Anglican ECS must provide an efficient, transparent, fair and accessible mechanism for addressing complaints and will ensure that responses to all complaints are timely and comprehensive. Wherever possible, complaints will be addressed through dialogue and mutual understanding and complaints management processes will ensure clear communication with all parties.

<sup>1</sup> Where the abbreviation ECS is used, it is to be read to include, where relevant, an OSHC.

<sup>2</sup> References to a child attending the ECS include all children enrolled at or attending the ECS on any day.

## 4. GUIDING PRINCIPLES

This policy and the procedures are based on the following principles.

- All complaints will receive a timely, efficient and transparent response.
- Wherever possible, complaints will be addressed through dialogue and mutual understanding.
- Complaints management processes will be fair, follow principles of natural justice and assure an absence of victimisation, discrimination or retribution.
- The complaints management process will be communicated to all staff, volunteers and members of the ECS community and will provide an accessible mechanism for addressing complaints about the ECS from any individual.
- Information obtained as part of a complaints management process will remain confidential and all records will be managed to ensure compliance with ECS records management policies and procedures and relevant privacy legislation.
- The complaints management process will ensure clear communication with all parties involved including provision of information about processes and outcomes.

## 5. COMPLAINTS MANAGEMENT PROCESSES

All complaints must be responded to in a timely and transparent way and must be managed in accordance with the complaints management processes outlined in the *Complaints Management in Anglican Education and Care Services Procedures* including ensuring:

- reporting to the Regulatory Authority<sup>3</sup> as required by legislation;
- all matters remain confidential and records management practices comply with privacy legislation and ECS records management policy and procedures; and
- learnings from complaints processes form part of the ECS's quality improvement plan.

## 6. APPEALS

Any person who has made a complaint in accordance with this policy and who is dissatisfied with the final complaints management process or outcomes may make an appeal to the Approved Provider. The appeal should be made in writing to [ecs@anglicanchurchsq.org.au](mailto:ecs@anglicanchurchsq.org.au) and addressed to the attention of the Executive Director ASC, as the Approved Provider's delegate.

## 7. COMPLIANCE AND COMPLAINTS

The Approved Provider and the ASC require compliance by all ECS with this policy and the *Complaints Management in Anglican Education and Care Services Procedures*.

## 8. RELEVANT LEGISLATION AND RELATED DOCUMENTS

### Child Protection legislation

- [Child Protection Act 1999](#)

### Education and Care Services legislation

- [Education and Care Services National Law \(Queensland\)](#)
- [Education and Care Services National Regulations](#)
- [Education and Care Services Act 2013](#)
- [Education and Care Services Regulation 2013](#)

### Other related documents / references

- [Diocesan Governance Canon - ACSQ](#)
- [Professional Standards Canon ACSQ](#)
- *Child Protection in Anglican Education and Care Services Policy and Procedures ACSQ*

## 9. POLICY REVIEW

The ASC, in consultation with ECS, will review this policy and procedures annually, or as required.

<sup>3</sup> The Regulatory Authority in Queensland is Early Childhood Education and Care, Department of Education and Training.