

# **Grievance Policy (Internal & External)**



## **Aim**

At the Janelle Street Centre, we believe in handling all grievances/concerns as soon as they come to hand as the best way to find a satisfactory outcome for all parties involved. To do this, the Janelle Street Centre team will investigate all grievances/complaints in a thorough and timely manner and ensure that all parties are advised of the outcomes and the process followed.

## **Grievance/Complaints Management**

All grievances/concerns notified to the Janelle Street Centre from employees, families, visitors, and volunteers associated with the Janelle Street Centre will be managed as per these guidelines. All grievances and concerns will be taken seriously and handled with transparency, honesty and as per the procedure in this policy. This will ensure that we are able to maintain a safe, healthy and harmonious work and education and care environment.

The following guidelines and procedures are to be followed for reporting and managing a grievance and or concern. This policy outlines the roles and responsibilities of all employees at the Janelle Street Centre and the consequences of a possible breach to service policy, procedure and code of conduct.

When a grievance/concern is raised employee's, families and visitors will:

If possible and minor in nature raise the issue directly with the person concerned. Both parties need to try to resolve the concern/grievance themselves and develop solutions that are workable for them to ensure that the grievance/concern is resolved and does not happen again. All discussions are to take place away from the children and remain confidential and respectful with all parties remaining open minded and not involving any other parties unnecessarily.

Employees, families and visitors to Janelle Street Centre are required to not get involved unnecessarily in any grievance/concern of others.

Employees, families and visitors to Janelle Street Centre are requested not to raise complaints/grievances with other bodies i.e., courts/tribunals without following our policy and procedure first.

If the grievance/concern is not minor or a resolution has not been found or the concern is unable to be raised with the party concerned directly the grievance/concern will be raised with the Nominated Supervisor/Approved Provider. The Nominated Supervisor/Approved Provider will ask for the grievance/concern to be put into writing. We request that communication is open and honest at all times and kept confidential (not communicated with third parties).

If the grievance/concern is about suspected/unlawful action of any sort this will be brought directly to the attention of the Nominated Supervisor/Approved Provider immediately.

All employees, families and visitors to the Janelle Street Centre should be confident that their grievance/concern will be thoroughly investigated and handled in confidentiality and that the outcomes will be in the best interest of the parties involved and also the centre.

As soon as they are notified of a grievance/concern the Nominated Supervisor/Approved Provider will contact the complainant within 24hrs of receiving the grievance/concern in writing.

The Approved Provider/Nominated Supervisor will ensure confidentiality as they properly, fairly, and accurately investigate the grievance/complaint by:

- Thoroughly investigating all circumstances involved including all facts and ensuring that all parties involved have an opportunity to provide feedback and information as appropriate.

- If possible, the Nominated Supervisor/Approved Provider will mediate a meeting between the parties to encourage teamwork, respect and a fair resolution. If appropriate, a health and safety support person will be invited to any meetings.
- Providing all parties involved with a written statement that is clear and concise informing them of the outcome within 24hrs of the investigation being completed. This will also occur if the Nominated Supervisor/Approved Provider decides not to proceed with the investigation. All parties must agree to the wording of any written resolution or agreement.
- Keeping all necessary records of the investigation and outcomes in accordance with the Privacy and Confidentiality Policy and the Confidentiality of Records Policy of the Janelle Street Centre.
- Any unsubstantiated complaints/grievances against any employee of the Janelle Street Centre will be retained on the employee's files as soon as the person has been allowed to record a response to the grievance/complaint.
- Continue to monitor the relationship between the parties involved in the grievance to ensure that the solution has been amicable, and all parties are moving forward amicably
- Ensure that neither party is discriminated against by anyone at the centre.
- If appropriate notify the Regulatory Authority using the NQAITS portal of the complaint/grievance within 24hrs of being notified. This relates to any complaint/grievance that is deemed to endanger the safety, health or wellbeing of any child/person within the Janelle Street Centre and or any complaint/grievance that a national law/regulation has been breached.
- Request feedback on the grievance/complaint process in writing to inform reflective practices and ensure that all parties felt that the process was fair and just.
- Track all complaints/grievances that are made to the Janelle Street Centre to ensure that there are no recurring concerns.
- Offer and request an external review by a tribunal/alternative organisation where the parties involved are unhappy with the resolution.
- Any workplace bullying matters will be referred to the Fair Work Commission which can direct employers to follow specific actions against bullies and or the Work Health and Safety Regulator who will investigate if WH&S duties have been violated.

Outcomes of the grievance/concern can vary based on the issue raised. It may be an apology or agreement to change a procedure, practice or behaviour, education and training to update knowledge and behaviours or assistance in locating appropriate support services.

Disciplinary action will include a performance improvement plan, a transfer within the roles with Janelle Street Centre or more regular reflective meetings on practices.

Outcomes can also include ensuring any injustices/inequalities are fixed, changing/developing new policies and procedures.

## National Regulation

This policy relates to the following

**Regulation 168** Education and care services must have policies and procedures

## National quality Standards

This policy relates to:

**Quality Area 7 – Leadership and Service Management**

Standard 7.1.2: Management systems – systems are in place to manage risk and enable the effective management and operation of a quality service.

## Related Policies

- Privacy & Confidentiality Policy
- Confidentiality of Records Policy

## Sources

- [www.careforkids.com.au/](http://www.careforkids.com.au/) (accessed February 27, 2023)
- [www.acecqa.gov.au](http://www.acecqa.gov.au) (accessed February 28, 2023)
- [www.education.nsw.gov.au](http://www.education.nsw.gov.au) (accessed February 27, 2023)
- Christie, T. (2006) The Essential ECE Handbook

**Adopted: 05 October, 2011**

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