

▲ **FEEDBACK AND GRIEVENCE MANAGEMENT**

▲ **NQS**

Element 7.1: Governance supports the operation of a quality service

Element 7.1.2: Systems are in place to manage risk and enable the effective management and operation of a quality service

Early Childhood and Care Services National Regulations: 168 - 172

▲ **PURPOSE**

The purpose of this policy is to support and guide the actions of each stakeholder who engage with FROEBEL; this includes children, parents/guardians, employees, students, volunteers, visitors, management, and the wider community. These processes are governed by procedural fairness and natural justice.

▲ **POLICY**

Our organisation values the feedback of all stakeholders, in helping to create an Early Learning Service that meets regulations and the needs of employees, enrolled children and their families.

It is the policy of FROEBEL to address all feedback or grievances promptly to achieve an outcome which focuses on resolving the issue in a professional and ethical manner. Parents/guardians and employees are actively encouraged to provide feedback to their Centre Director, or management. Constructive feedback is an effective tool to improve service delivery provided to children and families. Addressed concerns will be kept confidential if the complainant wishes. No person will be disadvantaged in any way for raising a complaint.

FROEBEL's Feedback and Grievance Management Policy strengthens:

- procedural fairness and natural justice
- a Code of Conduct and Ethics
- an organisational culture free from discrimination and harassment
- transparent policies and procedures; and
- avenues for recourse and further investigation.

The Feedback and Grievances Management Policy ensures that all persons are presented with procedures that:

- value the opportunity to be heard
- encourage the development of harmonious partnerships
- promote conflict resolution
- ensure that conflicts and grievances are mediated fairly; and
- are transparent and equitable.

FROEBEL has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation complaints management and procedures.

In meeting the organisations s duty of care, management and employees agree to implement and endorse FROEBEL's Feedback and Grievances Management Policy. The organisations Code of Conduct and Ethics guides this policy and procedures.

▲ PROCEDURES

FROEBEL offers a variety of ways to communicate and provide feedback including:

- A Typeform link which is located on the FROEBEL website with an option to remain anonymous <https://froebel.typeform.com/to/X92Atk>
- There is always the opportunity for families or guardians to talk to educators in relation to feedback or a grievance they have at the centre which they attend.
- Educators will respect the privacy of the participant when addressing any concern or grievance.
- Feedback, can also be emailed to feedback@froebel.com.au
- Families and employees are provided with the service's email address and phone details at orientation.
- The name and the telephone number of the person to whom complaints may be addressed within a centre are also on display at the service.
- Families are encouraged to converse with educators at pick up and drop off times and may email or call throughout the day.
- Children are encouraged to speak with their educators and raise their concerns.

▲ NOTIFIABLE COMPLAINT

- A complaint which alleges there is a breach of the Education and Care Services ACT or Regulations, or any incident where it is reasonably believed that physical and/or sexual abuse of a child has occurred or is occurring while the child is being

educated and cared for by the service

- Any allegation that sexual or physical abuse of a child has occurred or is occurring while the child is being educated and cared for by the service

▲ PROCEDURS FOR PARENTS

- Parents/guardians should raise concerns with their child's Educator of Trust or Room Leader at their service.
- Concerns should be raised as soon as possible so that they can be managed promptly.
- Complaints could also be forwarded to: The Nominated Supervisor/Centre Director or the Managing Director as the Approved Provider (feedback@froebel.com.au or 02 8080 0065).
- The complaint will be dealt with in the strictest confidentiality. Any educator or staff member involved in handling complaints will ensure that information is restricted only to those who genuinely need to be notified in order to manage the complaint.
- If information specific to the complaint needs to be disclosed to others during its resolution, the complainant will be informed.
- The most appropriate person, usually the Centre Director or person in-charge will investigate the concerns and may meet with the parents/guardians to discuss possible outcomes and suggest strategies to move forward
- If the grievance is not resolved to the parents/guardian's satisfaction, it will be referred to the Managing Director of the Approved Provider

▲ PROCEDURES FOR EMPLOYEES/ MANAGEMENT

- Employees within a FROEBEL service should raise concerns with their Room/Team Leader. If they feel their concern has not been resolved, the grievance or complaint can be raised with the Centre Director and/or the Managing Director at any time.
- The Centre Director and / or the Managing Director will maintain the individual's privacy and will ensure as much as possible, confidentiality when managing a grievance. All concerns or grievances raised by employees will be treated seriously and with respect.
- Employees are encouraged to always attempt to resolve the concern to the best of their ability. Wherever possible, the employee is encouraged to arrange a meeting to discuss the matter and to collaboratively agree on an outcome or a management plan to move forward.
- Employees will be afforded natural justice where a concern or grievance relates to their professional conduct.

- Employees are to raise their concerns with their manager. If they feel their concern has not been resolved or if their concern is regarding their manager, the grievance or complaint can be raised with the Managing Director.
- If an employee feels their concern has not been resolved by the Managing Director or if their concern is regarding the Managing Director, the grievance or complaint may be raised with the Board of Directors.

<https://www.froebel.com.au/contact/>

▲ PROCEDURES FOR CHILDREN/ MANAGEMENT

- Educators will discuss complaints procedures with children and encourage them to voice their concerns.
- Educators will always attempt to resolve the concerns to the best of their ability and act in the best interests of all children.

▲ MANAGING COMPLAINTS

1. Notification

- a) The recipient of a complaint is to always document the grievance or complaint and stay calm and professional. Any type of unfair treatment, bias, aggressive behaviour, or harassment is unacceptable.
- b) Consider any legal requirements in relation to the complaint (e.g. if the complaint is related to a child protection issue)
- c) Inform the Managing Director of the grievance or complaint who shall notify regulatory or licensing bodies if required.
- d) Be mindful of lines of communication, non-disclosure of information and confidentiality matters.
- e) Identify timeframes from notification to resolution.

2. Investigation

- a) The investigation must be equitable, transparent, and fair
- b) The investigation shall normally be conducted by the Centre Director and/or the Managing Director.
- c) They are to impartially determine whether a conflict of interest arises and whether they are in the position to lead an unbiased investigation process (e.g. because one or the other is personally subject to the grievance or complaint).
- d) If an unbiased decision-making process cannot be guaranteed and if it seems reasonable in relation to the seriousness of the grievance and or complaint, the nomination of an alternative, neutral mediator shall be considered.
- e) The complainant and the Managing Director need to choose the mediator

collaboratively.

- f) The Centre Director, Managing Director or, if applicable, the alternative mediator determine what investigation tools are best suitable to clarify all circumstances effectively and, in a way, that is fair to all parties involved
- g) Educators/carers shall be informed about any complaints made about them and be given the opportunity to respond.
- h) All essential results of the investigation process must be adequately recorded.

3. Resolution

- a) The investigator shall attempt to mediate a resolution quickly and professionally, encourage each party to empathise with the other's perspective, and promote a positive approach through which grievances or complaints are seen to improve practices and relationships at the centre.
- b) Implementation of strategies or solutions suggested by the complainant to resolve their issues shall be taken into consideration.
- c) Resolutions shall be geared to best practice recommendations.
- d) If applicable, a grievance or complaints action plan that details the resolution process shall be developed.
- e) The resolution decision/result shall be readdressed with the parties involved after a reasonable timeframe.

4. Evaluation

The centre shall maintain a registry of every grievance or complaint that was brought to its attention. Mediation outcomes and the final resolution are to be recorded. The registry will be regularly analysed by the Centre Director and the Managing Director.

▲ RESPONSE TIMES FOR COMPLAINTS

- **Simple complaint: response priority usually within 4 working days of receipt (Monday- Friday)**
 - Routine based questions are usually answered/ addressed at first contact with your child's educator.
 - If your child's educator is unable to answer your questions, please email your concern to your Centre Director
- **Is there more to follow up on?**
 - If you are unable to resolve a grievance with your Centre Director or the grievance is in regard to your Centre Director please send an email to our Head Office team feedback@froebel.com.au
- **Medium complaint: response priority usually within 24 – 48 hours of receipt (Monday – Friday)**
 - Your complaint is about a breach of policy or practice.
 - Please email your grievance to the Centre Director
- **Is there more to follow up on?**
 - If you have attempted to resolve your concerns with your Centre Director, and this was not successful and requires further investigation please contact our Head Office Team feedback@froebel.com.au
- **Urgent Complaint: response priority usually on the same or next working day (Monday- Friday)**
 - Concerns of a serious nature
 - Please send an email to our Head Office Team feedback@froebel.com.au
- **Is there more to follow up on?**
 - The concern will be investigated at FROEBEL Head Office and may be escalated to an external agency for further review.

▲ NOTICE OF COMPLAINT

The Approved Provider must use the National Quality Agenda IT System (NQAIT System) to notify the regulatory authority about incidents, complaints pertaining to the safety, health or wellbeing of a child or children that was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service, or children where the (Education and Care Services National Law Application) Act 2010 has been contravened.

▲ CONTACT DETAILS FOR COMPLAINTS

Approved Provider	Mr Olde Lorenzen (Managing Director) FROEBEL Australia Limited Suite 501/105 Pitt Street Sydney NSW 2000 P. +61 2 8080 0065 Email: Olde.Lorenzen@froebel.com.au
NSW Regulatory Authority FROEBEL Alexandria FROEBEL St Leonards	DEPARTMENT OF Education and TRAINING LOCKED BAG 5107 PARRAMATTA NSW 2124 p.1800 619 113 EMAIL: ececd@det.nsw.edu.au
VIC Regulatory Authority FROEBEL Fitzroy North	DEPARTMENT OF EDUCATION AND TRAINING Quality assessment and regulation division northern metropolitan REGION 900/1 MCNAB AVENUE FOOTSCRAY VIC 3011 p. +61 3 7005 1989 Email: NMR.QAR@EDUMAIL.VIC.GOV.AU
VIC Regulatory Authority Professor Lynn Corcoran ELC FROEBEL Parkville FROEBEL Carlton	DEPARTMENT OF Education and TRAINING GPO Box 4367 Melbourne VIC 3001 P. 03 7005 1801 Email: WMR.QAR@EDUMAIL.VIC.GOV.AU
Complaints related to management of the Child Care Subsidy (CCS)	Department of education, skills and employment Email: tipoffline@dese.gov.au Phone: 1800 664 231
FROEBEL Alexandria	Ivonne Yuliana Centre Director FROEBEL Alexandria Gadigal Land Suite 7105, 177-219 Mitchell Road, Alexandria NSW 2015 P: +61 2 9565 4500, alexandria@froebel.com.au
FROEBEL St Leonards	Evgeniya Sologub Centre Director FROEBEL St Leonards Early Learning Centre Cammeraygal Land 454-456 Pacific Highway, St Leonards NSW 2065 P: +61 2 9436 3531, stleonards@froebel.com.au
Professor Lynn Corcoran ELC FROEBEL Parkville	Tahlia Buccella Centre Director Professor Lynn Corcoran Early Learning Centre: FROEBEL Parkville Wurundjeri Land 1G Royal Parade, Parkville VIC 3052 P: +61 3 9134 8900, parkville@froebel.com.au
FROEBEL Fitzroy North	Matilda Stewart Centre Director FROEBEL Fitzroy North Wurundjeri Land 138 Barkly Street, Fitzroy North, VIC 3068 P: +61 3 9481 2527, fitzroy-north@froebel.com.au
FROEBEL Carlton	Emma Veliscek Centre Director FROEBEL Carlton Early Learning Centre Melbourne Connect, 700 Swanston Street, Carlton VIC 3053 03 8672 7990 emma.veliscek@froebel.com.au

▲ SOURCES AND FURTHER READING

- Children Education and Care Services National Law Application Act 2010
- Education and Care Services National Regulations

▲ ASSOCIATED POLICIES/ DOCUMENTS

- Code of Conduct and Ethics
- Privacy and Confidentiality
- Parent/guardian/ Family Involvement
- Child protection
- Service provider information (located at each site)

▲ POLICY REVIEW

- The Centre (together with educators) will review this policy every 12 months.
 - The Approved Provider and Centre Director ensure that at all times all educators maintain and implement this policy and its procedures.
 - Families are encouraged to collaborate with the Centre to review the policy and procedures.
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- **Last review:** 22.05.2023
 - **Next review:** 22.05.2024