Leadership and Service Management QA 7
COMMUNICATION, including DEALING WITH COMPLAINTS
Policies and Procedures

Links to Regulations: 98, 155 (e),157, 168 (2) (k) (l) (o) Links to quality areas, standards or elements: 6, 7.3

Rationale:

Open two way communication is the basis for strong mutually respectful partnerships between families and educators. It helps ensure the best possible care and learning for all children and supports BCCC in the delivery of a high quality service.

BCCC strives to keep parents and guardians informed using a variety of formal and informal methods including:

Verbal Communication:
- Face to face chats and conversations
- Telephone contact- our service maintains telephone landlines and a Centre Mobile phone for phoning out whilst on excursions or bus duty.
- Interviews, review meetings or negotiated meetings initiated by either families or staff
- Family ‘get togethers’ e.g. Schoolies Graduation Ceremony, End of Year Christmas Party, Christmas Pageant

Written Communication
- Family pockets in the foyer are the main way we distribute information, including invoices, Newsletters and excursion notes. Parents and guardians are encouraged to check their pocket on each visit to the Centre
- Childcare Sign-in sheet- may have notes from educators to the parents or guardians
- Daily Communication Boards in Childcare Under 2yrs & Over 2yrs
- Baby Communication Books
- Nappy Chart
- Programming Display Boards in Childcare and Preschool rooms
- Communication books/folders/reports
- Governing Council meetings and minutes ( foyer display)
- Written communications, including emails, facsimile and texts
- Preschool Bus travellers have a Bus Folder which goes between home and Preschool each visit
- Policies and procedures (Information Screen & folder in the foyer plus information provided in Enrolment Packs)
- Newsletters- fortnightly starting the 2nd week of Preschool term
- Whiteboard or sandwich board under verandah
- Illness or Anaphylaxis Alerts in foyer
- Official correspondence eg Medication Plans, Accident and Incident reports
- BCCC contact details can be found in Enrolment packs, on the Business sign outside of the Centre or on our newsletters
- Annual Client Surveys and other feedback is invited throughout the year.

Parents and guardians are encouraged to let us know if they need further information as ongoing feedback supports our service to continually improve.
DEALING WITH PARENT COMPLAINTS Policy and Procedure:

The DECD Parent Complaints Policy and Procedures, including ‘Responding to concerns and complaints from parents and caregivers: A guide to DECD preschools and schools’ form the overarching policy framework on which BCCC has developed our site specific Policy and Procedures. The DECD Policy and Procedures can be located at: http://www.decd.sa.gov.au/policy/pages/OSPP/policy_index. You will find them under 'P', or visit our BCCC website www.balaklavacc.sa.edu.au.

Whilst Parents and Guardians may contact the DECD Parent Complaint Unit at any stage of the process for support and advice, they are encouraged to discuss any concerns, questions or complaints with staff at BCCC in the first instance. Please let staff know early, as staff would much rather provide parents and guardians with information before their concern becomes a worry or a problem.

BCCC PARENT and STAFF COMPLAINT Policy and Procedures:

1. Identify conflict or concern.
2. Tell staff or person you have a concern. (Do not detail concern in front of children)
3. Arrange time for a meeting to discuss concern.
4. Address and resolve concern.
5. Concern taken to Director or Governing Council
6. Formal complaint taken to Yorke & Mid North Regional Office.
7. Formal complaint taken to Parent Complaint Unit (DECD)

Stage 1.
Identify the concern

Grievances should not be discussed in front of children.
Speak to staff or person with whom there is a concern to arrange a mutually appropriate/convenient time to meet.

Out of Centre hours may be more convenient, as staff can give you their undivided attention. If you are still unhappy, make a time to speak to the Director or Assistant Director. Persons may be supported by a friend, family member or a representative of a support organisation.

A reasonable timeframe for the concern to be resolved should be allowed after the meeting.

If the concern is not resolved, parents/staff may contact the Director or Assistant Director and or Governing Council

Stage 2
Contact the Yorke and Mid North Regional Office if further assistance is needed to resolve concern.
YMNR Regional Office: Ph: 88212555, 45 Taylor Street, Kadina, S.A, 5554

If no resolution is found contact the DECD Parent Complaint Unit:
Ph: 1800 677 435 (free call from landline; mobile charges as usual) or www.decd.sa.gov.au/parentcomplaint

Formal procedures will be documented and kept securely until the complaint or concern is resolved.
Supporting Resources:

- South Australia Work Health and Safety Act 2012
- BCCC communication strategies and relationships shared with families
- BCCC Parents Concern and Complaints brochure
- Enrolment Forms contain current family contact details
- Yorke and Mid North Regional Office
- DECD: Parent Complaints Policy
- DECD: Parent concerns and complaints policy- Solving concerns in public education schools and preschools

Sources:

- Australian Children's Education & Care Quality Authority, October 2011, National Quality Framework Resource Kit

Policy last reviewed: Term 2 2013
Policy review due: Term 2 2014
Approval Signature: [Signature]