

# DEALING WITH COMPLAINTS

Mawson Lakes School OSHC invites suggestions or ongoing feedback from children, families and OSHC Educators and treats all communication in a professional and confidential manner. As a service we encourage any concerns or questions you may have about our service before your concern becomes a worry or a problem. Please feel free to talk to the Director or educators regarding any feedback or grievances about the service. A convenient time can be made to speak one on one with the Director if required. Other means of communication include email, texts, the use of the suggestion box, or the Parent Comment and Contribution form. It is the responsibility of the parents or guardians to notify the Director of any relevant or important information relating to the care, collection, or supervision of their children.

## Identify Conflict or a Concern

Discuss the conflict or concern with the Director by calling 0401 121 318 or by sending an email to [oshc.mls987@schools.sa.edu.au](mailto:oshc.mls987@schools.sa.edu.au) to make a time to discuss the conflict or concern in person. All discussions will remain confidential.

If the concern or conflict is not resolved after liaising with the Director or the educators involved, the Director may offer to take the matter to the Principal, Line Manager or OSHC Governing Council Committee for guidance.

The parent may instead decide to meet or write to the Principal, Line Manager or OSHC Governing Council Committee to explain their identified conflict or concern that hasn't been resolved.

The Principal, Line Manager or OSHC Governing Council Committee will advise the Director of its decision and convey that decision to the parent or guardians concerned to advise of the decision.

For further information please refer to our policy statement on 'Dealing with Complaints'.

As a service we strive to keep the lines of communication open with families to strengthen our partnership with children and young people, families, and educators.

# Mawson Lakes School OSHC

## Policy Statement Dealing with Complaints

The Mawson Lakes School OSHC service fosters positive and harmonious relations between all levels of management. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner.

### **HOW THIS POLICY WILL BE IMPLEMENTED**

#### **Governing Council OSHC Committee**

- Governing Council OSHC Committee members will be provided with clear written guidelines detailing dealing with complaints.
- Governing Council OSHC Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies, and procedures.
- All discussions during committee meetings will be treated as confidential.
- If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
  - ask to have the complaint tabled at the next meeting for open discussion, or
  - discuss the problem with the chairperson or elected liaison officer.
- If the matter is not resolved, the chairperson will meet to discuss the conflict or concern, try to resolve the situation, and provide feedback to the aggrieved member(s).
- If the matter is still not resolved it will be taken to the full Governing Council committee, or if the matter is urgent, a special meeting may be called to resolve the issue (in accordance with the school's Governing Council rules/constitution). The committee meeting will determine a course of action, agreed to by the majority. This will resolve the matter. If this is not possible, the committee members still in dispute will be asked to step down.

#### **Parents**

- Parents will be provided with clear written guidelines detailing dealing with complaints.
- Parents will be provided with information about the service's philosophy, policies, and procedures (See Parent Handbook).

All confidential discussions with parents will take place in the OSHC office.

- Parents' names remain confidential. Parents will have the option of remaining anonymous in providing written information.

#### **Parent and Educator conflict**

- The parent should discuss the conflict or concern with the Director or educators.

- If the parent still feels the conflict or concern is not resolved, the Director may offer to take the matter to the Principal, Line Manager or Governing Council OSHC Committee for guidance. The parent may instead write directly to the committee to explain the complaint.
- The committee will advise the Director of its decision and the Director will convey that decision to the parent and educator concerned, or the committee will write directly to the parent concerned to advise of the decision.

**Parent and Governing Council OSHC Committee conflict**

- The parent should discuss the complaint with the Director or educators.
- If the parent still feels, after discussion with the Director action is necessary, they should ask the Director to raise the issue at the next committee meeting. Alternatively, the parent may write directly to the Governing Council OSHC Committee to explain the conflict or a concern.
- The Governing Council OSHC Committee will advise the Director of its decision and the Director will convey that decision to the parent concerned, or the committee will write directly to the parent concerned to advise of the decision. If the parent still feels the conflict or concern is not resolved, they can request a meeting with the chairperson to discuss the matter further. The chairperson of the Governing Council OSHC Committee operator will discuss the issue further at the next committee meeting, at which time the committee's final decision will be made. The chairperson will write directly to the parent to advise of the final decision.