



School No: 2068 Established 1878

8.3 Complaints Handling



Help for non-English speakers

If you need help to understand the information in this policy please contact 03 5996 1744.

Cranbourne Primary School OSHC invites comments and complaints from children, parents / guardians, staff and the community to ensure that Cranbourne Primary OSHC is providing its service in keeping with the Policies and Procedures and other applicable requirements. Cranbourne Primary OSHC respects and considers all complaints, which require a resolution seriously and attempts to find a satisfactory resolution wherever possible.

Procedures

- The coordinator shall be the first contact for all complaints.
- The complainant will have direct access to the Business Manager/Principal and the coordinator will permit and, if appropriate, encourage the complainant to do so, if:
 - The complaint is about the conduct of the coordinator
 - The complainant is not comfortable to take the complaint to the coordinator
 - The complainant is not satisfied with the coordinator's handling of the complaint
 - The complaint is about a matter of Management and Administration Policy
- The coordinator or representative will keep a written record of all discussions that take place.
- The coordinator or representative will seek to resolve all genuine and reasonable complaints in the most appropriate way possible in consultation with the complainant.
- Discussions with the complainant are not to be conducted in presence of the children, other staff or parents, and heated discussions are to be avoided as far as possible.
- Any matters of complaint should be referred to the Business Manager and/or Principal, as required.

Relevant Law and Regulations

National Regulations 168

National Quality Framework Quality Area 7

Relevant Policies

Communication with Parents

Review Information

Policy last reviewed	Sep 2022
Approved by	School Council
Next scheduled review date	Sep 2025