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INDIVIDUAL PROCEDURES INCLUDED:	
OTHER DOCUMENTS/ LEGISLATION TO BE REFERENCED:	<ul style="list-style-type: none"> <li>• Complaints Resolution Policy</li> <li>• Complaints Resolution Diocesan Procedure</li> <li>• Complaints Resolution Agency Procedure</li> </ul>

### Purpose

St Nicholas is committed to ensuring mutual respect, responsiveness, accountability, and transparency in the process of addressing any complaint or grievance consistent with our Complaints Resolution Policy. This procedure details the processes to be conducted when a complaint is lodged.

### Scope

A complaint is any notification to St Nicholas (in person, verbally or in writing) regarding unhappiness or dissatisfaction with the types of services conducted, how services have been conducted or any failure to provide agreed services. It can relate to an occurrence with an individual or an issue impacting on a group.

### Responsibilities

All St Nicholas employees are responsible for the appropriate processing of any complaint lodged. The employee responsible for processing the complaint is the person with whom the complaint was originally lodged

## Step by Step

- The person making the complaint may make the complaint verbally or in writing to any staff member, Director, Nominated Supervisor or Area Service Manager.
- Complaints received must be documented in the MN Response feedback form during the same shift that the complaint has been received. Any documentation provided by the complainant must also be attached to the feedback form.
- Directors/Nominated Supervisors will receive notifications for all feedback forms entered for their service.

### Families are responsible for:

1. Addressing all complaints in an appropriate manner.
2. Providing feedback either verbally or in writing
3. Addressing complaints in the first instance with the Director/Nominated Supervisor of the service
4. Participate in the complaint resolution process in a reasonable and respectful manner

### Directors/Nominated Supervisors are responsible for:

1. Providing the person making the complaint with the diocesan 'How to make a complaint' brochure.
2. Reviewing the feedback in a prompt and timely manner when received.
3. Acknowledging receipt of the complaint to the complainant in a prompt time frame.
4. Assessing the complaint for any immediate health, safety or security risks and take appropriate action where applicable
5. Advising the person making the complaint that they may receive support to engage with the St Nicholas process to resolve the complaint from a Resolution Officer at the diocesan Complaint Management Service, including the provision of relevant contact details as required.
6. Exploring the issues raised in a manner commensurate with seriousness of the complaint with relevant parties.
7. Discussing options for resolution with the complainant and attempt to reach an agreement on appropriate outcomes
8. Maintaining confidentiality, including after a satisfactory resolution is reached.

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9. Documenting and recording all steps of the process and uploading to the original MN Response form.
10. Ensuring that when a resolution cannot be met, that the complaint is referred to the relevant Area Service Manager.

**Area Service Managers** are responsible for:

1. Ensuring that Directors/Nominated Supervisors follow the above procedure in a timely and efficient manner.
2. Reviewing all initial attempts at resolution and supporting the Director/Nominated Supervisor with any further action required.
3. Discussing the complaint and initial resolution steps with the complainant, should the complaint be referred due to options for resolution at the service being exhausted.
4. Maintaining confidentiality, including after a satisfactory resolution is reached.
5. Documenting and recording all steps of the process and uploading to the original MN Response form.
6. Ensuring that when a resolution cannot be met, that the complaint is referred to the Quality Assurance Manager for triage.

**Quality Assurance Manager** is responsible for:

1. Reviewing all initial attempts at resolution by the complainant and Director/Nominated Supervisor or the complainant and Area Service Manager
2. Contacting the complainant to discuss further details on the outcome the complainant is seeking.
3. Where required, referral to relevant Executive Manager.

**Executive Managers** are responsible for:

1. Finalising the outcome of the complaint where required.
2. Reporting on complaints and their status to the Executive Director

**Complaint involving an alleged serious incident has occurred or is occurring**

- All complaints classified as involving an alleged serious incident must be notified to the Regulatory Authority within **24 hours** by either the Early Education Director or relevant Area Service Manager for all OOSH services.

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- Executive Managers, the Quality Assurance email address, Area Service Managers and Director/Nominated Supervisor will receive notification for all complaints classified as involving an alleged serious incident.
- Area Service Managers will be responsible for initial investigations into the complaint and referring to relevant party where required (i.e. HR Business Partner, Quality Assurance Manager)
- Any complaint that may be notifiable to Police, the NSW Ombudsman or the Department of Education or may be a breach of the Church’s Integrity in Ministry or Integrity in the Service of the Church must be reported to the *Office of Safeguarding* in accordance with the *Diocesan Reporting Concerns for Children Policy*.

**A serious Incident is defined as any of the following:**

- the **death of a child** while being educated and cared for at the service or following an incident at the service
- any **incident involving a serious injury or trauma** while the child is being educated and cared for, which:
  - a reasonable person would consider required urgent medical attention from a registered medical practitioner; or
  - the child attended or ought reasonably to have attended a hospital e.g. broken limb\*
- any **incident involving serious illness of a child** while that child is being educated and cared for by a service for which the child attended, or ought reasonably to have attended, a hospital e.g. severe asthma attack, seizure or anaphylaxis\*.
  - **\*NOTE:** In some cases (for example rural and remote locations) a General Practitioner conducts consultations from the hospital site. Only treatment related to serious injury or illness or trauma are required to be notified, not other health matters.
- any emergency for which **emergency services** attended. **NOTE:** This means an incident, situation or event where there is an imminent or severe risk to the health, safety or wellbeing of a person/s at an education and care service. It does not mean an incident where emergency services attended as a precaution.
- a child appears to be **missing or cannot be accounted** for at the service
- a child appears to have been **taken or removed** from the service in a manner that contravenes the National Regulations
- a child was mistakenly **locked in or locked out of the service** premises or any part of the premises.

**Complaint that involves a potential risk to the safety and wellbeing of a child**

- All complaints classified as involving a potential risk to the safety and wellbeing of a child must be notified to the Regulatory Authority within **7 days** by either the Early Education Director or relevant Area Service Manager for all OOSH services.
- The Quality Assurance email address, Area Service Managers and Director/Nominated Supervisor will receive notification for all complaints classified as involving a potential risk to the safety and wellbeing of a child.

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- Area Service Managers will be responsible for initial investigations into the complaint and referring to relevant party where required (i.e., HR Business Partner, Quality Assurance Manager)
- Any complaint that may be notifiable to Police, the NSW Ombudsman or the Department of Education or may be a breach of the Church's Integrity in Ministry or Integrity in the Service of the Church must be reported to the *Office of Safeguarding* in accordance with the *Diocesan Reporting Concerns for Children Policy*.

### Continuous Improvement

- St Nicholas may use data to continuously improve its service, policies, and procedures.
- St Nicholas may respond to feedback arising from a complaint by implementing identified systemic or operational improvements

Reference: *Education and Care Service National Regulations (Amended 2018)*

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