



Complaints Policy (Board)

Policy Number:	BO-026		
Date Approved:		Approved By:	Board of Governance
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Version 1			

1. Aim

The Board is committed to the rights of the families supported by Breakaway, donors, staff, volunteers and visitors to raise complaints about any aspect of the service delivery or administration of the organisation.

Breakaway will conform to all relevant legislation and statutory requirements.

The purpose of this document is to set out the roles and responsibilities of the Board and the GENERAL MANAGER to implement this policy.

2 Scope

This policy applies to employees, volunteers, Board members and the children, young people, and families attending Breakaway services & programs.

3. Policy

3.1 Role of the Board in relation to complaints management:

- Ensure that there are adequate mechanisms to deal with complaints about any aspect of the organisation in an open, transparent and timely manner.
- Ensure that the complaints handling mechanism provides monitoring data for management, and when required, the Board.
- Ensure that the complaints handling mechanism is integrated in the risk management plan.

3.2 Role of the GENERAL MANAGER in relation to complaints management:

- Make staff and families aware of the organisation's complaints policy and grievance resolution process.
- Maintain a complaints register
- Ensure that complaints and grievances are addressed
- Support the resolution of complaints and grievances

This policy must be read in conjunction with the policies and procedures which supports this policy:

Feedback and Complaints Policy
Child Protection Policy
Incident Reporting Policy

4. References

NQS

QA6	6.1.2	Families have opportunities to be involved in the service and contribute to service decisions.
	6.2.1	The expertise of families is recognised and they share in decision making about their child's learning and wellbeing.

QA7	7.1.1	Appropriate governance arrangements are in place to manage the service.
	7.3.1	Records and information are stored appropriately to ensure confidentiality, are available from the service and are maintained in accordance with legislative requirements.
	7.3.2	Administrative systems are established and maintained to ensure the effective operation of the service.
	7.3.3	The Regulatory Authority is notified of any relevant changes to the operation of the service, of serious incidents and any complaints which allege a breach of legislation

National Regulations

Reg	168	Education and care services must have policies and procedures
	177	Prescribed enrolment and other documents to be kept by approved provider
	181	Confidentiality of records kept by approved provider
	181-184	Confidentiality and storage of records

Education and Care Services National Regulations 2011

National Quality Standard

Early Years Learning Framework

Corporate Governance Principles and Recommendations ASX Corporate Governance Council

'It's Your Business' NSW Department of Ageing, Disability and Home Care

Associations Incorporation Act 2009 (NSW)

Human Rights and Equal Opportunity Commission Act 1986 (Cth)

Work Health and Safety Act 2011

Racial Discrimination Act 1975 (Cth)

Disability Discrimination Act 1992 (Cth)

Anti-Discrimination Act 1977 (NSW)

Sex Discrimination Act 1984 (Cth)

Privacy Act 1988 (Cth)

Privacy and Personal Information Protection Act 1998 (NSW)

NSW Disability Service Standards 4 & 6

5. Persons Responsible

All employees are responsible for:

- Compliance with all Breakaway policies and procedures.

GENERAL MANAGER is responsible for:

- Ensuring the implementation of efficient and effective procedures and systems to ensure the implementation of this policy
- GENERAL MANAGER is responsible for communicating matters to the Board as required by this policy

Board of Governance are responsible for:

- Approval of this policy

- Implementation of this policy

6. Definitions

Breakaway – all Breakaway Incorporated services and programs

Board of Governance – the governing body of Breakaway, comprised of elected or appointed members who jointly oversee the activities and legal responsibilities of the organisation

GENERAL MANAGER – refers to the General Manager

Supervisor – refers to all senior staff who are responsible for supervising one or more staff members

Staff – refers to employees and volunteers of the organisation

Family – refers to the parents/caregivers of the children or young people that receive support from Breakaway

Visitor – any person who is visiting a Breakaway service who is not a staff member, client or family

Complaint - an expression of dissatisfaction when anyone is concerned or unhappy about the nature and quality of their interaction with Breakaway, its staff, services, products or activities.

Grievance – an issue or difference that arises between an employer and employee

Serious Complaint – a complaint

- where a child/young person, parent/carer or staff member is alleged to be at risk of harm
- where mandatory reporting or other legal reporting may be required
- where three or more similar complaints about a service or staff member have been raised within six months or less
- where a complainant threatens to take the issue to the media
- alleging fraud, corruption, discriminatory or illegal behaviour
- which, if proven, amounts to serious misconduct under the Code of Conduct
- where a Supervisor or GENERAL MANAGER is accused of misconduct

Risk – the likelihood and consequence of something happening that will have an impact on objectives

Risk management – the process of identifying, assessing and judging risks, assigning ownership, taking actions to mitigate or anticipate them, and monitoring and reviewing progress

Document review history

<i>Date</i>	<i>Section</i>	<i>Change</i>