LOWER PLENTY PRIMARY SCHOOL OSH 

126 Main Road, Lower Plenty 3093

Phone: 9435 2585 Fax: 9432 0844

Email: lower.plenty.ps@edumail.vic.gov.au

Website: www.lowerplentyps.vic.edu.au

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# COMPLAINTS HANDLING POLICY

## PURPOSE

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

## SCOPE

This policy applies to children, families, staff, management and visitors of the OSHC Service.

## IMPLEMENTATION

* The Coordinator and/or Business Manager shall be the first contact for all complaints.
* However the complainant will have direct access to the 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.

## FURTHER INFORMATION AND RESOURCES

* National Regulations 168
* National Quality Framework Quality Area 7

## REVIEW CYCLE AND EVALUATION

This policy was last updated on 20th January, 2022 and is scheduled for review in January 2025.