

## Complaints and Feedback Procedure.

### Procedure 1.

1. Complaints or feedback can be raised with the Nominated Supervisor or Person in charge either via telephone in person or email.
2. The Nominated Supervisor or Person in Charge will record the complaint/grievances, in writing, both parties will read and sign off and date.
3. If a complaint is lodged via The Mount Barker Community Centre, Family Houses Nominated Supervisor or Person in Charge will be informed within 48 hours.
4. A complaint needs to be lodged within 14 days of the incident or event.
5. The Mount Barker Community Centre Manager, Chairperson and Family Houses Nominated Supervisor will discuss the concern raised within 2-4 days of the complaint made.
6. The outcome of the meeting will be shared with the persons who made the complaint.
7. The Complainant will have an opportunity to a right to reply.
8. All parties will meet and come to a solution that respects the rights of all.
9. Should the complainant not be happy with the above decision or discussions, they will be directed to the, Education Standards Board contact details.
10. All meetings and correspondence will be recorded for further investigations and for the Education Standards Board to view.
11. Contact details for the Mount Barker Community Centre Manager and The Education Standards Board will always be freely available for families and staff

### Procedure 2- Minor complaint.

- 1 The Nominated supervisor or Person in charge, will take the time to listen to the complaint.
- 2 The Nominated Supervisor or Person in Charge will record the complaint/grievances, in writing, both parties will read and sign off and date.
- 3 Once the Nominated Supervisor or Person in Charge has the information from the complainant, they will seek to gather information from the Educator/s, in question.
- 4 With both lots of information, the Nominated supervisor or Person in charge will decide on the best outcome for all.
- 5 All parties will be treated fairly and with respect.
- 6 Should both parties be happy with the final decision, the complaint be laid to rest and filed away.
- 7 Should one or both parties not be happy with the outcome. The procedure 1 will be followed, from set 4.

### Contacts:

Family House Director Rachael Hyland [rachael@mtbcc.org.au](mailto:rachael@mtbcc.org.au)

Mount Barker Community Centre Sean Hames [sean@mtbcc.org.au](mailto:sean@mtbcc.org.au)

Education Standards Board of South Australia 1800 882 413 or [esb.complianceinvestigation@sa.gov.au](mailto:esb.complianceinvestigation@sa.gov.au).