

YMCA Geelong –Complaints Handling, Customer Feedback & Engagement Policy

OFFICE USE ONLY



Policy Number	Date Approved	Date Last Amended	Status
YG 150-O	04/04/2014 04/04/2019 05/02/2021	16/03/2017 04/04/2019 05/02/2021	APPROVED

1. COMPLAINTS HANDLING, CUSTOMER FEEDBACK & ENGAGEMENT POLICY

2. INTRODUCTION

The YMCA is committed to the rights of all stakeholders to provide feedback about any aspect of the operation or administration of YMCA Geelong, and for any feedback in the form of a complaint to be handled with fairness.

The YMCA encourages an organisational culture of actively seeking customer feedback in order to strengthen public confidence, better inform planning and continually improve programs and services.

Where any feedback received is in the form of a complaint, the YMCA will ensure it is handled in an open, transparent and timely manner.

This policy replaces the previously approved Complaints Policy.

3. POLICY

- 3.1 The YMCA will ensure that there are procedures and processes in place to manage customer feedback about any aspect of the organisation in an open, transparent and timely manner.
- 3.2 The feedback process will be provided over a wide variety of communication mediums and be easily accessible for customers.
- 3.3 All feedback should be handled at the appropriate YMCA staff or volunteer level according to complexity. Any disputes arising from feedback discussions should be escalated to the next level of management.
- 3.4 The feedback handling system will provide monitoring data for management. The system will also form part of the risk management plan.

- 3.5 The YMCA will make stakeholders aware of the YMCA Geelong Customer Feedback Policy and methods in which they can communicate feedback.
- 3.6 Staff and volunteers will be made aware of the YMCA Geelong Customer Feedback Policy and its associated procedures.
- 3.7 The YMCA will have a clearly defined timeframe for dealing with feedback, which will include acknowledgement, investigation and response timeframes.
- 3.8 Principles of Handling complaints and feedback
- Considering situations from all perspectives and responding in a manner which promotes an environment conducive to collaborative problem solving.
 - The resolution, where possible, of complaints to the mutual satisfaction of those involved.
 - Fairness and equity in dealing with disputes, complaints and complainants.
 - Compliance with all legislative and statutory requirements.
 - Keeping confidential, where practicable, the information provided by any person involved with a complaint.
 - Complaints may be received from anyone who comes in contact with the centre/sites, for example, parents/guardians, staff, community agencies, volunteers, students, other users of the building. In most cases the complaints are received by the centre, however the complainant may report the complaint directly to the Department of Education and Training or to the CEO

YMCA Children's Services- OSHC/School Holiday Programs

The Y is required to deal with and respond to your complaint in a discreet, effective and timely way. They must also tell the Department of Education and Training within 24 hours if your complaint alleges that:

- a child's health, safety or wellbeing has been compromised
- the relevant legislation has been contravened.

Direct complaints can be made to the Department of Education and Training where the complaint alleges that:

- the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the approved education and care service
- the relevant legislation has been contravened.
- The Department of Education provides a Child Care Tip-off Line can be used by parents, providers or their employees to raise concerns about practices relating to the management of subsidies. Concerns relating to the quality or safety of a service should be raised with the relevant state or territory authority (above).
Phone: 1800 664 231
Email: tipoffline@education.gov.au

3.9 The parents/guardians are responsible for:

- As soon as practicable communicating any concerns relating to the centre:
- In the first instance, if comfortable to do so, raising any concerns directly with the person/persons involved in order to resolve the concerns without recourse to the complaints procedure
- Raising any concerns with the centre's management, via the Children and Community Services Director
- At any time, concerns can be communicated directly to DET (regulated services only).

3.10 The Centre is responsible for:

- Ensuring that the name and telephone number of the person at the children's centre to whom complaints may be addressed is displayed prominently at the main entrance.
- Ensuring that the address and telephone number of the responsible office of DET is displayed prominently at the main entrance.
- Ensuring that this policy is available for inspection at the centre at all times
- Notifying parents/guardians within 28 days of making any changes to the above three points,
- The Children Services Co-ordinator along with the Centre Manager/ YMCA Geelong CEO will be given the authority to investigate the grievance/complaint and present a recommendation to the centre.

3.11 The staff are responsible for:

- Where possible/practicable responding to and resolving issues as they arise
- As soon as practicable, referring unresolved issues to the contact person as listed on the noticeboard.
- Providing the complainant with the contact number of the contact person for the complaint if they wish to speak with someone immediately.
- Informing the nominated contact person as soon as practicable if a complainant has been referred to them.
- Informing the Nominated Supervisor as soon as possible after a complaint is received, regardless of whether the staff member believes the complaint to be true or not.
- Working with the complaints person as required and providing information requested. For example, written reports related to the complaint.
- Recording and reporting minor complaints to the complaints subcommittee as soon as practicable.

It is recommended practice to keep a record of minor complaints, for example, if parents/guardians are complaining that items of clothing are going missing on a regular basis, this may result in changes such as parents/guardians requested to label jackets and the provision of a lost property box.

3.12 The Complaints Person is responsible for:

- Being familiar with the Education and Care Services National Regulations the centre policies, and referring to these documents as required when investigating complaints.

Receiving the complaint:

- Receiving the complaint and encouraging the complainant to submit their complaint in writing in order to make the terms or basis of any complaint as clear as possible.
- Informing the complainant of the Complaints Policy of the centre.
- Complying with the centre's Privacy Policy in regard to all meetings, discussions or negotiations in relation to a complaint.
- Standing aside from participation, or procedures related to the investigation, or management of a complaint if personally involved as a complainant, or involved in the complaint.

Assessment of the complaint:

- The nominated contact person of the complaints will organise a meeting with the CEO as soon as possible. If this is not possible within 48 hours of the complaint being received the member who has received the complaint will need to assess whether the complaint is a notifiable complaint. If the complaint is a notifiable complaint, DET must be notified. This can be by phone contact initially and followed up with a written report. A written report should include:
 - Details of the event or incident
 - The name of the person who initially made the complaint
 - If relevant, the name of the child concerned and the condition of the child, including, where available, a medical or incident report
 - Any other relevant information
 - Contact details of Complaints Person.
 - If the complaints subcommittee member is unsure if the complaint is a notifiable complaint it is good practice to contact DET for confirmation.

3.13 Complaint handling policies relating to Child Care Subsidy/Additional Child Care Subsidy:

As soon as practicable communicating any concerns relating to the centre:

- In the first instance, if comfortable to do so, raising any concerns directly with the Centre Manager regarding CSS/ASC issue, error or complaint.
- The department Child Care Tip-off Line which can be used by parents, providers or their employees to raise concerns about practices relating to the management of subsidies.

3.14 Customer Engagement

All YMCA sites are required to develop an annual plan of activities to proactively engage customers, parents, children and young people in decision making in relation to service development, evaluation and improvement.

These must include:

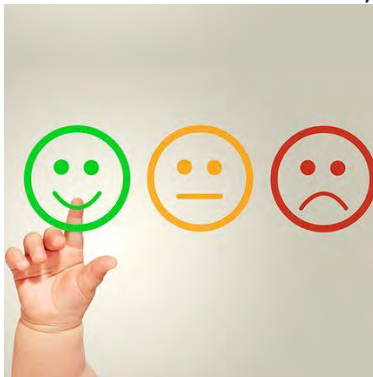
- a process for seeking input from parents, children and young people.
- a process for seeking feedback from parents, children and young people.

The processes should include but not limited to;

- Information available in easy to read and respond formats
- Reflective of cultural needs and specific requests in formats that assists with understanding content
- Could include Face to face meetings, focus groups, polls, surveys, post, activity evaluations, mystery shopping.
- Advanced notice of opportunities when parents, children and young people are required to provide feedback on policies, procedures and program evaluation.
- Utilise the communications methods that are available to the staff to communicate with parents, children and young people. Never assuming that one platform will reach all stakeholders.

3.14 We welcome the thoughts of all children and young people who use our programs and services. The YMCA will actively seek feedback from children in the following ways:

- Evaluation surveys emailed to all families after the program
- Evaluation surveys available to all children at the program (happy faces-)



- Check in board



- Suggestion boxes at the program
- Parent and child feedback directly to the School Holiday Program Coordinator
shp.geelong@ymca.org.au
- Coach/ Program instructors asking participants during programs for feedback
- Suggestion/ideas whiteboards
- Children can also utilise the “IDEAS BOOK” which is situated near reception all throughout the School Holiday Program.

4. DEFINITIONS

Feedback: Information provided by a stakeholder that may be a complaint, compliment or suggestion. The information can be obtained from a form, conversation, telephone call, email, letter, website, social media post, SMS or other such method.

Stakeholder or Customer: In this instance this refers to any non-YMCA staff member and includes children, customers, suppliers and partners.

Complainant: The person making the complaint.

Complaint: Any form of feedback, informal or formal, expressing a concern in regard to some aspect of the operation or administration of YMCA Geelong, its services, staff, volunteers or people associated with the YMCA, where the complainant's interests have been, or appear to have been, adversely and unjustifiably impacted by such conduct, and the complainant wishes to seek redress.

Dispute: Differences arising from the management of feedback that cannot be resolved at the current level.

Complaint resolution procedure: The method used to resolve complaints, disputes or matters of concern through an agreed resolution process.

DET: Department of Education and Training

General complaint: A general complaint may address any aspect of your centre, for example a lost clothing item; the centre's fees. Centres do not have to inform DEECD of such complaints but you must deal with them as soon as practicable.

Nominated Supervisor: A legal entity which has a provider approval and holds a licence to operate a children's centre under the Education and Care Services National Regulations

Certified Supervisors: In charge of the day to day operations of the service

Notifiable complaint: A notifiable complaint is a complaint that alleges a breach of the Act or Regulations, or alleges that the health, safety or wellbeing of a child at the centre may have been compromised. Any complaint of this nature must be reported by the proprietor to the secretary of DEECD within 48 hours after the complaint has been made.

Proprietor: This includes the owner of the centre and any person who manages or controls the centre. The term proprietor includes the licensee, the primary nominee and the nominee(s) of a licensed centre. [Refer to the Certificate of Names displayed in the main entrance of the centre]

5. SCOPE

This policy applies to YMCA Geelong Inc. operations and has coverage over all children's programs regulated by the National Quality Standard Framework.

6. ROLES AND RESPONSIBILITIES

Department/Area	Role/Responsibility
School Holiday Program Co-ordinator/ Co-ordinators/ Directors	Ensure the procedures are compliant to the regulations Implement training for staff It is the responsibility of the YMCA Geelong to appoint a representative at each Service to manage all aspects of program. The YMCA appointed representative must ensure that the risks relating to children using toilets in recreation centres / schools accessible by the public are identified, assessed and controlled so far as is reasonably practicable.
Supervisors on Duty/Educational Leaders/	Ensure compliance to policy in program delivery
Educators	Attend training sessions and ensure the policy is implemented during your shift.
Managers	Ensure Customer consultations occur as per the annual customer consultation plan. Investigate Customer Feedback or complaints. Communicate outcomes of the investigations with customer and escalate to CEO for reporting Log all formal complaints on YMCA Register.

7. MONITORING, EVALUATION AND REVIEW

- Customer Feedback and Engagement Policy will be reviewed every three years.
- Customer Feedback should be monitored at local levels on a regular basis.
- Customer Feedback Procedures should be evaluated continually to ensure continuous improvement.
- Customer Feedback and Engagement Policy implementation compliance is to be evaluated by CEO on an annual basis.

8. SUPPORTING DOCUMENTS (LINKS TO PROCEDURES, LEGISLATION, FORMS, WORK PRACTICES)

- Model Complaints Policy; Local Government Association of South Australia; January 2012
- “Complaint Handling”; Consumer Affairs Geelong;
<http://www.consumer.vic.gov.au/businesses/fair-trading/complaint-handling> ; accessed Oct 2012
- “Complaint Resolution Policy”; The University of Newcastle;
<http://www.newcastle.edu.au/policy/000745.html>; accessed Oct 2012
- “Complaints Handling Policy”; NSW Education & Communities;
https://www.det.nsw.edu.au/policies/general_man/complaints/resp_sugg/PD20020051.s.html; accessed Oct 2012
- <https://www.education.gov.au/child-care-provider-handbook/complaints-or-concerns>

RELEVANT POLICY:

YMCA Geelong Occupational Health and Safety Policy

Children’s Services Regulations 2011 No 653:

- Child staff ratios (R 54)
- Minimum staff requirements (R 50)
- Minimum training (R 60)
- Staff members to have first aid and anaphylaxis management training (R 63)
- Emergency procedures (R 76)

Children’s Services Act 1996:

- Protection of children from hazards (section 26)
- Inadequate supervision of children (section 27)

RELEVANT DOCUMENTS:

YMCA Geelong Parent Handbook

DEECD Practice Note Supervision

DEECD Practice Note Excursions and routine outings

National Childcare Accreditation Council, Effective Supervision

RELEVANT REGULATIONS

Children’s Services Regulations 2009:

Child staff ratios (R 54)

The prescribed number of staff members for an Outside School Hours Care service is:

1 staff member for every 15 children or fraction of that number; and

1 qualified staff member for every 30 children or fraction of that number.

Minimum staff requirements (R 50)

The proprietor of a children’s service must ensure that at least 2 staff members are on duty when ever children are being cared for or educated by the children’s service.

Minimum training (R 60)

The proprietor of a children's service must ensure each staff member caring for or educating children for the service

Holds a certificate 111 in Children's services or

Holds a qualification or has training the Secretary is satisfied is substantially equivalent or superior to the qualification or

Is a qualified staff member or teaching staff member or

Holds a primary school teaching qualification or

In the case of OSHC, commences obtaining the qualification within 6 months of commencing to care for or educate children at the service.

Emergency procedures (R 76)

The proprietor of a children's service must ensure that emergency procedures are developed and regularly practiced with staff members and volunteers of the service and children being cared for or educated by the service.

RELEVANT ACT

Children's Services Act 1996:

Protection of children from hazards (section 26)

The proprietor of a children's service must ensure that every reasonable precaution is taken to protect the children being cared for or educated by the service from harm and from any hazard likely to cause injury.

Inadequate supervision of children (section 27)

The proprietor of a children's service must ensure that all children being cared for or educated by the service are adequately supervised at all times that children are on the premises where the service operates or in the care of that service.

RELEVANT NOTES FROM THE DET PRACTICE NOTES

Adequate supervision relies on always being in a position to respond to each child's individual needs in a timely manner that adequately meets that need, and to intervene if necessary.

Adequate supervision requires that every child at the service should always be monitored actively and diligently. It means knowing where children are at all times.

Active supervision requires teamwork and constant communication between staff.

Staff members must be alert to potential for accidents, injuries and other harmful incidents throughout the whole service. All areas available to children must be Supervised.

9. DOCUMENT HISTORY

Approved by: CEO

Effective date: 10/02/2014

Reviewed: 16/03/2017/ 04/04/2019, 05/02/2021

Review date: 16/03/2020 ,05/02/2021

Policy Owner: CEO

Contact Details policy owner: Ph: 5221 83 44 E: geelong@ymca.org.au

Amendment history:

Version	Date	Author	Change Description
V1	July 2011	Kimberley Maher	Draft Policy for Vacation Care
V2	04/04/2014	Shona Eland	Modified Policy post ,new template
V3	16/3/2017	Kimberley Maher	Policy update (DEECD = DET) Updated <i>Vacation Care Co-ordinators to Supervisors on Duty/Educational Leaders in Roles and Responsibilities</i> Updated <i>Leaders Vacation Care to Educators in Roles and Responsibilities</i>
V4	04/04/2019	Shona Eland	Changed Policy name from Customer Feedback Policy to Customer Feedback & Engagement Policy Change Policy owner from Kimberley Maher to CEO Added Clause 3.13 Customer Engagement Added Clause 3.14 examples of customer engagement for children and young people.
V5	05/02/2021	Shona Eland	Updated policy name to Complaints Handling, Customer Feedback and Engagement Policy Added Clause 3.13

As Adopted by the YMCA Geelong on 05/02/2021



Chief Executive Officer YMCA Geelong Inc.