

## Complaint, Concern, Grievance

### Policy Statement

Customer service and satisfaction is a cornerstone of Meerilinga's commitment to children, families and customers. This policy and process covers all children and family services provided by Meerilinga and confirms to Educators, Directors, staff members, families and the community that complaints and grievances are taken seriously and investigated promptly and thoroughly.

### Policy Purpose

The purpose of this policy is to provide all Meerilinga parents/carers and customers, with clear information about Meerilinga's intentions when addressing concerns, grievances, complaints.

### Scope

This policy applies to all parents/guardians and customers who wish to lodge a complaint or concern about a matter pertaining to a service provided by Meerilinga.

### Exclusions

This policy does not apply to:

How Educators, Nominated Supervisors, Directors and staff members listen to, document and follow up issues raised by children. Please refer to Child Safe Organisation Statement and Relationships and Interactions with Children Policy.

Worker complaint, concern or grievance matters. Please refer to Human Resources Section.

Student appeal, complaint, concern or grievance in relation to services of Meerilinga Training College. Please refer to the relevant policy in Meerilinga Training College Section.

Complaint, concern or grievance implicating Meerilinga or any persons associated with Meerilinga of a civil or criminal matter not relating directly to services provided by Meerilinga or actions or conduct of any individual occurring outside of contracted hours, duties or terms of employment.

### Policy Review

Biennial or from time to time when the organisation may make changes to this policy to improve the effectiveness of its operations and customer service.

<b>Policy Reviewed</b>	<b>19 November 2023</b>	<b>By</b>	<b>Advisor Policy &amp; Compliance</b>
<b>Approved By</b>	<b>CEO</b>		
<b>Previous Review</b>	<b>10 October 2021</b>		

## **Implementation**

Complaint, concern or grievance have the potential to impact significantly on Meerilinga's commitment to children, families and community as well as the public image and therefore Meerilinga undertakes to address a complaint, concern or grievance with due diligence and in a timely manner.

Disputes may arise when a party is not satisfied with an aspect of Meerilinga's services and requests action to be taken to resolve a matter. Parents/guardians, and customers may wish to lodge a complaint, concern or grievance in some of the following areas:

- The conduct of educators, students or volunteers
- Service staff and users groups
- Another parent / carer or child
- Facilities and resources
- Fees and charges
- Children's curriculum

A complaint, concern or grievance must be made within 10 days of an occurrence or matter of dissatisfaction. When implementing this policy and procedure, Meerilinga endeavours to follow the principles of fairness and justice. Meerilinga will aim to prevent victimisation of any individual wishing to lodge a complaint and will not discriminate against any individual wanting to pursue the lodgment of a complaint.

All Meerilinga staff are made aware of the complaint, concern or grievance process through the staff induction resources and training.

All complainants have the right to be accompanied and assisted by a third party in all relevant meetings and consultations.

All documentation and records relating to a complaint, concern or grievance are held and retained at Meerilinga head office.

While parents/carers and customers are encouraged to resolve any concerns or complaints that may arise directly with Meerilinga, nothing in this policy detracts from the right of a complainant to access any other appeal or complaint mechanism available as legislated in Western Australia. If any external process is initiated, the internal complaint process will be terminated. The complainant must advise Meerilinga of intent to access a third party within 10 days of receiving

No costs are associated with lodging a complaint that is resolved internally by Meerilinga staff.

Where a complaint is forwarded on to an external appeal or complaint mechanism for review, any external cost will be shared equally by the complainant and Meerilinga. Meerilinga will advise costs associated with archival and records search and retrieval and administrative costs applicable at that time.