Glen Iris Child Care and Kindergarten

GI-008 – Complaints and Feedback Policy

Policy Number	GI-008
Quality Area	QA7 – Governance and Leadership
National Law	s.172 • s.174
National Regulations	Regs. 168 • 173 • 176
Related NQS	QA6.1.1 • QA6.2.1 • QA7.1.2 • QA7.2.1
EYLF V2.0	Principles – Partnerships • Secure, Respectful and Reciprocal Relationships • Collaborative Leadership and Teamwork
Victorian Child Safe Standards:	Standards 2, 4, 7, 10 & 11
Version:	1.0
Approved By:	Centre Director
Approved Date:	July 2026
Review Date:	July 2027

OUR COMMITMENT

At **Glen Iris Child Care and Kindergarten**, we value open, honest and respectful communication and recognise that feedback and complaints provide valuable opportunities to strengthen our service.

We are committed to creating a culture where children, families, educators and the wider community feel safe, supported and confident to raise concerns, provide feedback and share ideas without fear of disadvantage or discrimination.

All complaints and feedback are managed fairly, respectfully, confidentially and in a timely manner. We view every concern as an opportunity to reflect on our practices, improve our service and strengthen relationships with our community.

LEGISLATIVE INTENT

This policy supports Glen Iris Child Care and Kindergarten in meeting its obligations under the Education and Care Services National Law and National Regulations by ensuring complaints and feedback are managed consistently, respectfully and in accordance with legislative requirements. It promotes transparency, accountability and continuous improvement while maintaining positive partnerships with children, families, educators and the wider community.

PURPOSE

The purpose of this policy is to establish clear and consistent processes for receiving, managing, documenting and responding to complaints and feedback.

The policy aims to ensure all concerns are addressed promptly, fairly and respectfully while promoting a culture of openness, collaboration and continuous improvement across the service.

WHO THIS POLICY APPLIES TO

This policy applies to:

- Approved Providers
- Centre Director
- Nominated Supervisor
- Responsible Persons
- Educational Leader
- Educators
- Administration Team
- Students
- Volunteers
- Contractors
- Families
- Children
- Visitors

DEFINITIONS

Complaint
An expression of dissatisfaction regarding the service, its operation, policies, practices or the behaviour of educators or other individuals associated with the service.

Feedback
Suggestions, compliments, ideas or concerns provided by children, families, educators or members of the community that contribute to service improvement.

Complainant
A person who makes a complaint or raises a concern.

Natural Justice
A fair and unbiased process that provides all parties with an opportunity to be heard before decisions are made.

WHY THIS POLICY MATTERS

Strong relationships are built through open communication, trust and mutual respect.

Glen Iris Child Care and Kindergarten values feedback and recognises that concerns, suggestions and compliments help us evaluate our practices, strengthen relationships and improve outcomes for children.

By responding professionally, respectfully and promptly, we create an environment where families and educators feel listened to, supported and confident that their views contribute to continuous improvement.

GUIDING PRINCIPLES

Glen Iris Child Care and Kindergarten is committed to:

- Encouraging open and respectful communication.
- Responding to complaints fairly and without bias.
- Maintaining confidentiality wherever possible.
- Treating everyone with dignity and respect.
- Resolving concerns as promptly as possible.
- Supporting positive relationships with children, families and educators.
- Using feedback to strengthen service quality.
- Embedding reflective practice and continuous improvement.

OUR POLICY

Glen Iris Child Care and Kindergarten encourages children, families, educators and members of the community to provide feedback, raise concerns and make complaints about any aspect of the service.

We are committed to ensuring all complaints are managed respectfully, confidentially and in accordance with legislative requirements. Concerns will be acknowledged promptly, investigated where appropriate and resolved through fair, transparent and collaborative processes.

Where a complaint identifies opportunities for improvement, the service will implement appropriate actions and monitor their effectiveness through critical reflection and continuous improvement processes.

HOW WE PUT THIS POLICY INTO PRACTICE

Encouraging Feedback

Glen Iris Child Care and Kindergarten will:

- Foster a culture where feedback is welcomed and valued.
- Encourage children, families, educators and visitors to share compliments, suggestions and concerns.
- Provide a range of opportunities to give feedback, including conversations, meetings, surveys, emails and written feedback.
- Promote respectful communication and collaborative problem-solving.
- Use feedback to inform service improvements and strengthen relationships.

Managing Complaints

The service will:

- Acknowledge complaints respectfully and promptly.
- Listen to all parties without judgement or bias.
- Gather relevant information before making decisions.
- Maintain confidentiality throughout the process where possible.
- Ensure complaints are managed in accordance with the principles of procedural fairness and natural justice.
- Keep appropriate records of complaints, actions taken and outcomes.

Resolving Concerns

Where appropriate, the service will:

- Attempt to resolve concerns at the earliest opportunity.
- Encourage respectful discussion between the parties involved.
- Support positive outcomes through open communication.
- Escalate complaints when they cannot be resolved at the service level.

- Inform complainants of external agencies where required.

Complaints Involving Children

Glen Iris Child Care and Kindergarten will:

- Take all concerns regarding children's safety and wellbeing seriously.
- Respond immediately to concerns relating to child protection, inappropriate conduct or breaches of the Child Safe Code of Conduct.
- Follow mandatory reporting obligations where required.
- Notify the Regulatory Authority or other relevant agencies where legislative requirements apply.
- Ensure the child's safety and wellbeing remains the priority throughout the process.

Confidentiality

The service will:

- Protect the privacy of all individuals involved in a complaint.
- Share information only with those directly involved in resolving the matter.
- Store complaint records securely.
- Respect the dignity and reputation of all parties throughout the process.

Continuous Improvement

Leadership will:

- Analyse complaints and feedback to identify trends.
- Review policies and procedures where improvements are identified.
- Share learnings with educators where appropriate.
- Include relevant improvements within the Quality Improvement Plan.
- Monitor actions to ensure improvements are effective.

Complaints Relating to Funded Kindergarten Programs

The service will:

• Respond promptly, respectfully and fairly to concerns relating to the funded kindergarten program.
• Encourage families to raise concerns directly with the service so they can be addressed collaboratively wherever possible.
• Inform families of their right to seek further assistance if they are not satisfied with the service's response.
• Provide families with information about the Victorian Department of Education complaints process relating to funded kindergarten programs where appropriate.
• Maintain records of complaints, actions taken and outcomes in accordance with service procedures.

ROLES & RESPONSIBILITIES

Approved Provider

Will:

- Ensure an effective complaints management process is in place.
- Monitor significant complaints and outcomes.
- Support continuous improvement.
- Ensure legislative notification requirements are met.

Centre Director
Will:

- Promote a culture where feedback is welcomed.
- Manage complaints professionally and confidentially.
- Investigate concerns fairly and promptly.
- Maintain accurate complaint records.
- Communicate outcomes appropriately.
- Implement improvements arising from complaints and feedback.

Educational Leader
Will:

- Support educators to communicate respectfully with families.
- Promote reflective practice following complaints or feedback.
- Encourage professional discussions that strengthen practice.

Educators
Will:

- Treat all concerns respectfully.
- Listen openly to children and families.
- Refer complaints to the Centre Director when appropriate.
- Maintain confidentiality.
- Participate in resolving concerns professionally.
- Reflect on feedback to improve practice.

Administration Team
Will:

- Record complaints accurately.
- Maintain confidential records.
- Support communication between families and leadership.
- Assist with documentation where required.

Families
Will:

- Raise concerns respectfully and promptly.
- Work collaboratively with educators and leadership.
- Provide feedback that supports continuous improvement.
- Respect the confidentiality of all parties involved

GLEN IRIS IN PRACTICE

At Glen Iris Child Care and Kindergarten, we believe strong relationships are built through honest communication, mutual respect and genuine collaboration.

Families are encouraged to speak with educators and the leadership team whenever they have questions, concerns or suggestions. We strive to resolve issues through respectful conversations and shared understanding, recognising that early communication often leads to the best outcomes for children.

Leadership regularly reviews compliments, complaints, survey results and family feedback to identify trends, celebrate strengths and guide improvements across the service. Feedback is valued as an important part of our reflective practice and Quality Improvement Plan.

CHILDREN'S VOICE IN ACTION

Children are encouraged to express their feelings, ideas and concerns in ways that are meaningful to them. Educators actively listen to children's verbal and non-verbal communication and respond with empathy and respect.

Children's perspectives are considered when reflecting on routines, environments and experiences, ensuring their voices contribute to ongoing improvements. By supporting children to communicate confidently and respectfully, we help them develop a sense of agency, belonging and trust.

EXCEEDING PRACTICE

Glen Iris Child Care and Kindergarten views complaints and feedback as opportunities to strengthen relationships, improve practice and enhance outcomes for children.

Rather than simply resolving concerns, we reflect on the feedback received, identify underlying themes and use these insights to inform professional learning, policy reviews and service improvements. Our commitment to open communication, transparency and collaboration fosters a culture where families, educators and children feel heard, respected and valued.

CONTINUOUS IMPROVEMENT

Glen Iris Child Care and Kindergarten is committed to continuously improving our complaints and feedback processes through ongoing reflection and evaluation.
This policy will be reviewed through:

- Feedback from children, families and educators.
- Complaints and compliments received by the service.
- Staff and leadership meetings.
- Annual policy reviews.
- Changes to legislation or regulatory requirements.
- Critical reflection.
- Quality Improvement Plan goals.
- Assessment and Rating outcomes.

Continuous improvement ensures our complaints management processes remain fair, transparent, responsive and focused on achieving the best outcomes for children and families.

RELATED LEGISLATION

Education and Care Services National Law Act 2010

- **s.172 –** Offence relating to display of prescribed information
- **s.174 –** Offence relating to notification of complaints

Education and Care Services National Regulations 2011

- **Reg. 168 –** Education and care service policies and procedures
- **Reg. 173 –** Prescribed information to be displayed
- **Reg. 176 –** Time to notify certain information to the Regulatory Authority

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National Quality Standard
Quality Area 6 – Collaborative Partnerships with Families and Communities

- **QA6.1.1 –** Families are supported from enrolment to be involved in the service and contribute to service decisions.
- **QA6.2.1 –** Transitions are supported through collaborative partnerships**.**

Quality Area 7 – Governance and Leadership

- **QA7.1.2 –** Systems are in place to manage risk and enable the effective management and operation of a quality service.
- **QA7.2.1 –** There is an effective self-assessment and quality improvement process in place.

Early Years Learning Framework (EYLF) V2.0
Principles

- Partnerships
- Secure, Respectful and Reciprocal Relationships
- Collaborative Leadership and Teamwork

Practices

- Reflective Practice
- Collaborative Leadership
- Responsiveness to Children

Outcomes

- Outcome 1 – Children have a strong sense of identity.
- Outcome 2 – Children are connected with and contribute to their world.
- Outcome 3 – Children have a strong sense of wellbeing.

Victorian Child Safe Standards
This policy supports:

- **Standard 2** – Child safety and wellbeing is embedded in organisational leadership, governance and culture.
- **Standard 4** – Families and communities are informed and involved.
- **Standard 7** – Processes for complaints and concerns are child-focused.
- **Standard 10** – Child safety practices are regularly reviewed and improved.
- **Standard 11** – Policies and procedures support child safety and wellbeing.

RELATED DOCUMENTS

This policy should be read in conjunction with:

- Acceptance and Refusal of Authorisations Policy
- Child Safe Environment Policy
- Code of Conduct Policy
- Governance and Management Policy
- Privacy and Confidentiality Policy
- Interactions with Children Policy
- Child Protection Policy
- Enrolment and Orientation Policy
- Staff Recruitment and Induction Policy
- Volunteers and Students Policy
- Kindergarten Fees Policy
- Kindergarten Enrolment Policy

SUPPORTING DOCUMENTS

The following documents support the implementation of this policy:

- Complaints and Feedback Register
- Family Feedback Forms
- Family Survey Results
- Educator Survey Results
- Staff Meeting Minutes
- Leadership Meeting Minutes
- Critical Reflection Records
- Quality Improvement Plan
- Child Safe Code of Conduct
- Incident Records (where applicable)
- Communication Records
- Department of Education – Complaints Information

EVIDENCE OF PRACTICE

Glen Iris Child Care and Kindergarten demonstrates this policy through:

- Complaints and feedback being acknowledged and responded to in a timely manner.
- Secure records of complaints, compliments and feedback.
- Family surveys and consultation opportunities.
- Staff and leadership meeting discussions.
- Quality Improvement Plan actions arising from feedback.
- Critical reflection records.
- Professional learning relating to communication and conflict resolution.
- Annual policy reviews.
- Evidence of improvements implemented following feedback.
- Positive partnerships with children, families and the wider community.

REFLECTION & CONTINUOUS IMPROVEMENT

Critical reflection supports our commitment to open communication, respectful relationships and continuous improvement.

Reflective questions include:

- How do we encourage families, children and educators to share feedback?
- Do all members of our community feel safe and supported to raise concerns?
- How effectively are complaints managed and resolved?
- What trends are emerging from complaints, compliments or feedback?
- How have we used feedback to improve our service?
- Are our complaints processes accessible, transparent and culturally inclusive?
- What additional strategies could strengthen communication and partnerships with families?

Outcomes from these reflections inform policy reviews, professional learning, service planning and our Quality Improvement Plan.

VERSION HISTORY

Version	Date Approved	Approved By	Summary of Changes
1.0	July 2026	Centre Director	Initial policy developed as part of the Glen Iris Child Care and Kindergarten Governance, Policy and Procedures Manual. Developed to align with the Education and Care Services National Law, National Regulations, National Quality Standard, EYLF V2.0 and Victorian Child Safe Standards.