

**SWiCH Inc Child Care Centre  
Monash Student Association Clayton**

**Policy:**                   **General Grievance – For Parent’s / Guardians**

**Date of Approval:**   **currently in review**

**Policy statement:**   SWiCh management prefers honest open communication between parents and staff. We therefore encourage and appreciate parents discussing any concerns they may have when they arise. Discussions, information and records relating to complaints will be recorded and are to be factual and confidential. These are to be kept at the centre.

**Children’s Service Regulation 51 states that;**

Complaints

The proprietor must deal with, and respond to, complaints relating to the children’s service-  
As soon as practicable after the complaint is made; and  
As discretely as practicable in the circumstances; and  
In a way that deals with the complaint.

The proprietor must notify the Secretary within 48 hours after a complaint is made if the complaint alleges that-  
The health, safety or well being of any child within the children’s service may have been compromised; or  
There may have been a contravention of the Act or these Regulations

**SWiCH Guidelines**

The following is the preferred process for lodgement of serious grievances:

1<sup>st</sup> Action

- Request a meeting with the Centre Director, Assistant Director. Discuss your concerns with the preferred staff member. If a satisfactory outcome is not reached follow the 2<sup>nd</sup> action outlined below.
- In the event of the Centre Director or Assistant Director being absent from the centre the appointed Person In Charge would assume their role.

2<sup>nd</sup> Action

- Put your grievance in writing and give it to the Centre Director, Assistant Director
- SWiCh Director or Assistant Director will contact Human Services and advise them of your complaint. Human Services will conduct an independent investigation.
- A meeting will be arranged with SWiCh staff members and two members of the MSA senior management team, to address your concerns outlined in your letter.
- This group will contact you and advise you of a meeting time in response to your grievance.
- Under no circumstances will a child be able to participate or be present at this meeting.
- If the parent has an issue relating to the care of their child, or their child’s wellbeing within the group of children, they have the right to remove their child from the centre until this process has been conducted. Fees will be waived during this period.

Parents also have the right to contact a Human Services Advisor, Department of Human Services Eastern Region

883 Whitehorse Rd  
Box Hill 3128  
9843 6000