

CONCERNS AND COMPLAINTS POLICY



Quality Area 1: Educational program and placement

Quality Area 2: Children's health and safety

Quality Area 4: Staffing Arrangements

PROCEDURES FOR COMPLAINTS

If at any stage parents feel that they would like to discuss their child's progress, the program content, or if they have any general enquiries or concerns, they are free to approach the Educational Leader in charge of their child's session. At any time the Committee will be able to be contacted to deal with other issues not covered by the Educational Leader. The office number is available for contact on 08 9359 1155.

If after approaching the Educational Leader and the committee the issue has not been resolved, parents have the right to contact the Child Care Licensing and Standards Unit, (CCLSU) First Floor, 111 Wellington Street, East Perth or telephone 6551 8333 if the issue is about the care of children.

Dept for Child Protection and family support may also be contacted on 9222 2555 for concerns.

If a domestic situation arises that may lead to one party attempting to gain custody of the child while in the care of the Family Centre, then it is the parent/guardians responsibility to inform the staff of the potential problem and to make as accurate and realistic assessment of possibility of danger to the other children attending the Centre and to communicate this to the staff and if necessary the police. If the danger is significant, then the parent/guardian may be requested to withdraw the child from the program until the danger to the other children has passed.

In the event that an estranged parent/guardian attempts to remove a child from the Centre, the staff will take whatever steps are possible to prevent this. Their prime consideration will always be the safety of the other children, themselves and the child involved. If the situation can not be diffused then the child may have to be released to the estranged parent/guardian for the protection of the other children and staff. The authorities and other parent/guardian will then be notified of the situation.