

19.0 Complaints Handling Policy

Policy Rationale

MakerDojo believes that all stakeholders of their programs should have an avenue for providing feedback on policies, procedures and management. All complaints should be handled with respect and in a fair and equitable manner.

The complaints handling procedure should be straightforward and transparent. This complaints process has been designed to inform policy and procedures review, staff professional development opportunities and the review and development of our Quality Improvement Plan (QIP).

Procedures

Complaints can be provided to MakerDojo in a variety of ways:

- Via email to sensei@makerdojo.vic.edu.au
- In person to a Sensei (General Staff Member) or Master Sensei (Nominated Supervisor)
- Via telephone to a MakerDojo director - Roxanne: 0421 640 602; Jeremy: 0435 743 403
- Via the Contact Us page on the MakerDojo website – www.makerdojo.vic.edu.au/contact-us

Any complaint received will be kept in confidence at all times. All complaints will be kept on record. Complaints relating to notifiable offences must be reported to relevant authorities as soon as practicable.

Complaints process:

1. In the first instance, a parent/guardian is encouraged to discuss their concerns with the Sensei (General Staff Member) or Master Sensei (Nominated Supervisor) verbally or via email. Parent/guardian is encouraged to make time with the staff member or Master Sensei (Nominated Supervisor) to ensure that Sensei (General Staff Member) to child ratios are not compromised.
2. If parent/guardian is not satisfied with the outcome of this discussion, they can contact the MakerDojo director/s via telephone during regular business hours.
3. If parent/guardian is not satisfied with the outcome of this discussion, the matter will be escalated, assessed and actioned according to the nature of the complaint.

4. If parent/guardian is not satisfied with the outcome of an escalated complaint, they can contact the Department of Education and Training (DET) on 1300307415 or the Australian Children's Education and Care Quality Authority (ACECQA) at: www.acecqa.gov.au

Minor complaints:

A complaint is deemed minor if it has been received and resolved by a Sensei (General Staff Member) or Master Sensei (Responsible Person). The complaint is recorded using the Complaints Log (Appendix 1) and is communicated to the MakerDojo director/s who will follow up if deemed necessary.

Escalated complaints:

A complaint is deemed escalated if it cannot be resolved by the staff member or Master Sensei (Responsible Person) and has been referred to the MakerDojo director/s. Escalated complaints will be responded to within 5 working days. Parent/guardian will receive a response via email or telephone. Attempts to make contact will be recorded using the Complaints Log (Appendix 1).

Notifiable Complaints:

A complaint is deemed notifiable if the complaint is alleging that the safety, health or wellbeing of a child was or is being compromised and/or if the National Law is or has been breached.

Any complaints / grievances about the health and wellbeing of children, or an allegation that a section of the Education and Care Services Law Act (2010) or a regulation of the Education and Care Services National Regulations (2011) may have been breached, will be notified to the Regulatory Authority (DET) within 24 hours in writing, as required in the Education and Care Services National Law Act (2010) Section 174 and supported by the Education and Care Services National Regulations (2011), Regulation 176.

It is the responsibility of the MakerDojo directors to ensure that any Notifiable Complaints are reported to the relevant Regulatory Authority and to notify the complainant that it has been made.

CCS Complaints Process:

1. In the first instance, a parent/guardian is encouraged to discuss their concerns with the Sensei (General Staff Member) or Master Sensei (Nominated Supervisor) verbally or via email. Parent/guardian is encouraged to make time with the staff member or Master Sensei (Nominated Supervisor) to ensure that Sensei (General Staff Member) to child ratios are not compromised.
2. If parent/guardian is not satisfied with the outcome of this discussion, they can contact the MakerDojo director/s via telephone during regular business hours.
3. If parent/guardian is not satisfied with the outcome of this discussion, the matter will be escalated, assessed and actioned according to the nature of the complaint.
4. If parent/guardian is not satisfied with the outcome of an escalated CCS complaint, they can contact the Department of Education and Training (DET) on 1300307415 or <https://www.humanservices.gov.au/individuals/topics/reviews-and-appeals-centrelink-decision/34671> or the Australian Children's Education and Care Quality Authority (ACECQA) at: www.cecqa.gov.au.

References

- ACECQA National Quality Framework Resource Kit (2012)
- Quality Area 1 – Educational Program and Practice.
- Quality Area 2 – Children’s Health and Safety
- Quality Area 7 – Leadership and Service Management (Standard: 7.2; Elements: 7.3.3, 7.3.4, 7.3.5)
- Education and Care Services National Law Act (2010), S 168, S 174
- Education and Care Services National Regulations (2011), R 173, R 176

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