

PLAYGROUP NSW COMPLAINTS POLICY

All employees, volunteers, contractors, members of Playgroup NSW (PGNSW) and stakeholders or members of the public have a right to have any concerns or complaints about PGNSW, our staff or activities heard and addressed.

They also have a right to receive information about progress and actions taken in relation to their complaint. At all times people making a complaint will have their privacy and confidentiality ensured.

PGNSW regards all feedback, including complaints and the complaints management process as a valuable way to improve the quality of our services. We welcome feedback.

If you have a complaint then we will address it within 14 working days or within 20 when mediation is required. We will write to you within 3 working days of receiving your complaint to acknowledge the complaint, ensure you know how we plan to address your complaint and how to escalate the complaint through the complaints procedure (set out below) if your concerns have not been addressed to your satisfaction.

Any person who makes a complaint to Playgroup NSW has a right to:

- Be taken seriously and treated with respect
- a response in writing from Playgroup NSW
- an interpreter and support person if you require one
- submit your complaint in any way you choose
- a prompt response
- privacy and confidentiality

Any complaints that raise issues or concerns regarding the safety and wellbeing of a child or children will be addressed through the PGNSW Child Safety and Wellbeing Policy.

Procedure

STEP 1

In the first instance it is always recommended to raise any concerns directly with the person/staff member involved. You can raise complaints in writing, verbally, via email, phone or in person.

To make an initial inquiry or complaint if you do not have details of the person, contact Playgroup NSW on 9684 9500.



STEP 2

If you cannot resolve the complaint in Step 1 (or are unwilling to contact the person directly) then you may request the person receiving your complaints to refer your complaint to the Manager Programs and Quality.

If the complaint relates the Manager Programs and Quality, or you spoke to the Manager in Step 1 then the complaint will be escalated to the CEO.)

Contact:

Manager Programs and Quality

PO Box 181

Granville NSW 2142

Phone: 02 9684 9500 Email: kvanwoudenberg@playgroupnsw.org.au

STEP 3

If your complaint has not been resolved in the previous steps through discussing it with the staff member, or the Manager Programs and Quality, then you may request the complaint be escalated to the CEO.

You can call, email or write to the CEO or ask the person from Step 1 or 2 to escalate your complaint.

Contact details:

CEO

PO BOX 181

Granville NSW 2142

Phone: 02 9684 9501

Email: ceo@playgroupnsw.org.au

STEP 4

If your complaint has still not been resolved to your satisfaction then your complaint will be escalated to Board of Playgroup NSW, through the Chair.

You can request that the CEO do this or you can email or call the Chair directly. Playgroup NSW staff will provide you with this information on request.

STEP 5

If Step 4 does not resolve your complaint then you have a right to ask for a mediated complaints resolution process. This process should be:

- Conducted by an independent person



- Funded by Playgroup NSW
- Conducted within 20 working days from the time the complaint was escalated to mediation.

You will be provided with the opportunity to let us know what time suits you for a mediation meeting, who the mediator is and what to expect. You will be able to bring a support person with you to the mediation if preferred.

STEP 6

If mediation fails then complaints relating to services funded under various government contracts will be referred to the relevant funder or contract holder for examination and resolution.

Program Area	Contact Organisation	Contact
Community Playgroups	Playgroup Australia	
My Time	Parenting Research Centre	Phone: 03 8660 3500 Email: info@parentingrc.org.au
Play Connect	Playgroup Australia	
Wagga Wagga Aboriginal Supported Playgroup Program	Department of Prime Minister and Cabinet	Toll-free number: 1800 079 098
Grafton Aboriginal Supported Playgroup Program	Department of Prime Minister and Cabinet	Toll-free number: 1800 079 098
Sutherland Supported Playgroups	Department of Family and Community Services	Phone: (02) 9377 6000 Email: facinfo@facns.nsw.gov.au

Approved by the Board of Playgroup NSW on 9 August 2016.

Last reviewed 9 August 2016.

