



DEALING WITH COMPLAINTS FAMILIES POLICY



Purpose

Insight Early Learning (IEL) is committed to fostering positive and collaborative relationships with families and ensuring that concerns, complaints, and feedback are welcomed, acknowledged, and managed fairly. This policy provides a clear framework for the receipt, investigation, and resolution of complaints and grievances made by families and in accordance with the Education and Care Services National Law and Regulations. Through a transparent and consistent approach, Insight Early Learning aims to uphold procedural fairness, natural justice, and respectful communication while supporting continuous improvement and maintaining confidentiality in the quality of education and care provided.

Scope

This policy applies to management, the approved provider, nominated supervisor, educators, students, staff, families, visitors (including contractors) and children of the Service.

Legislative Requirements

Education and Care National Law	
Regulations	Description
174	Offence to fail to notify certain information to Regulatory Authority
168(2)(o)	Education and care service must have policies and procedures... for dealing with complaints
173(2)(b)	Requires an approved provider to make the name and telephone number of the person to whom complaints may be addressed clearly visible at the service

Relevant National Quality Standard (NQS) Elements

Quality Area 6 – Collaborative Partnerships	
6.1	Respectful relationships with families are developed and maintained and families are supported in their parenting role.
6.1.2	The expertise, culture, values and beliefs of families are respected, and families share in decision-making about their child's learning and wellbeing.
6.2	Collaborative partnerships enhance children's inclusion, learning and wellbeing.

Implementation

Complaints and feedback provide valuable opportunities for continuous improvement. IEL encourages families, educators, staff, and community members to raise concerns, provide feedback, and share suggestions to support the ongoing enhancement of service quality.

All complaints and grievances will be managed promptly, fairly, and confidentially through a transparent process that ensures all parties have the opportunity to be heard. The service will work collaboratively with those involved to seek timely and appropriate resolutions, maintain positive relationships, and promote a safe, respectful, and harmonious environment.

Where a complaint is received, the service will document the matter, investigate the concerns raised, communicate outcomes to relevant parties, and implement improvements where required. The Approved Provider, Nominated

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Supervisor and Responsible Person will ensure the service complies with the Education and Care Services National Law and Regulations regarding complaints and grievances.

The person who is responsible for receiving complaints is always initially the Nominated Supervisor. Should the matter require further escalation, the Area Manager contact details can be found in the reception of each service. All complaints and grievances are treated seriously, respectfully and confidentially and ensure that complaints are managed in accordance with the principles of procedural fairness and natural justice

IEL will respond to complaints within 24 hours where practicable and investigate complaints promptly, fairly and impartially. We aim to provide outcomes or follow up and any actions arising from an investigation or fact find within 7 working days where appropriate. Our responsibility is to maintain accurate records of complaints, investigations and outcomes in accordance with the Privacy and Confidentiality Policy and Record Keeping and Retention Policy.

Families will be informed of the service's duty of care to ensure all complaints and grievances are managed fairly, respectfully and in accordance with the principles of equity, procedural fairness and natural justice. Families are encouraged to raise concerns as early as possible and, where appropriate, discuss the matter directly with the educator involved as the first step towards resolution. Where concerns remain unresolved, families may submit a written complaint to the Approved Provider or Nominated Supervisor using the Complaints/Grievance Form and may escalate unresolved matters for further review. Families are expected to engage in the complaint resolution process respectfully, maintain confidentiality, and work collaboratively with the service to achieve a positive outcome. Information regarding complaint notification requirements and applicable response timeframes will be communicated to families as part of the complaint management process.

IEL will ensure that all notifiable complaints, serious incidents, alleged breaches of the National Law or Regulations, and matters that may pose a risk to the health, safety or wellbeing of a child are reported to the Regulatory Authority within the required timeframes. This includes making notification within 24 hours of becoming aware of a serious incident, a complaint alleging that the National Law has been contravened, an incident involving suspected physical or sexual abuse of a child while being educated and cared for by the service, or any circumstance that poses a risk to a child's health, safety or wellbeing. Written notifications will be submitted through the National Quality Agenda IT System using the appropriate forms. Where the Approved Provider or Nominated Supervisor is unsure whether a matter is notifiable, they will contact the Regulatory Authority for guidance.

Complaints Relating to Child Protection and Harmful Sexualised Behaviour

IEL is committed to ensuring all complaints, concerns, disclosures or observations relating to child protection, including harmful sexualised behaviour between children, are managed in a child-safe, trauma-informed and developmentally appropriate manner. All matters will be treated seriously and responded to in accordance with relevant child protection legislation, the National Principles for Child Safe Organisations, and Insight Early Learning's Child Safe Environment and Child Protection policies.

The safety, wellbeing, dignity and best interests of the child will remain the primary consideration throughout the complaint management process. The service will respond with sensitivity, empathy and respect, maintaining the privacy and confidentiality of all parties while ensuring appropriate support, referrals and interventions are provided where required. Complaints will be investigated promptly and fairly, with transparent communication maintained throughout the process. Where concerns are substantiated, appropriate actions will be implemented to safeguard children, prevent recurrence, and strengthen service practices. Insights gained through investigations will be used to support continuous improvement and reinforce Insight Early Learning's commitment to providing safe environments for all children.

Review

This policy will be reviewed annually or as legislation, regulations, or best practice changes.

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