
	Management Area: Children's Services	Version No: 6.0 Pages: 5
	Category of Procedure: Operational	Approval Date: 19/06/2023 Procedure Approver: Head of Children's Services
Procedure Title: Complaints and Feedback Procedure		Author: Head of Children's Services

YMCA SOUTH AUSTRALIA

Complaints and Feedback Procedure

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1. Purpose

The YMCA values and actively encourages suggestions and input from all stakeholders, including staff, children and parents. The YMCA is committed to the rights of stakeholders to raise all feedback and complaints about any aspect of the operation or administration of any YMCA Children's Services.

The YMCA is committed to being open and responsive to any complaint or feedback offered by any person involved in the programs that we offer. YMCA South Australia, Children's Services programs will respond to all feedback and complaints in a timely and open way to improve our participant's experience of the services we offer.

2. Scope

The scope of this procedure applies to all Board members, Sub Committee members, educators, and volunteers. This procedure applies to all YMCA Member Associations. For the purposes of this document, we refer to these as the YMCA. All Policies and Procedures must conform to this procedure.


3. Procedures

YMCA South Australia affirms that people have a right to question and influence decisions made and services provided to them through our programs. We take complaints seriously and manages them in a timely, transparent and meaningful way. Persons making a complaint or providing feedback on our services will have no fear of reprisal and can be confident of their privacy being maintained.

Families have a right to lodge the complaint directly with the regulatory authority and the service will display the contact detail of the Regulatory Authority as well as the name and telephone number of the person at the service to whom complaints may be addressed.

Person with Management or Control of the Service


- Oversees the legal requirement to notify the Education Standards Board of any complaints alleging that a serious incident has occurred, or is occurring, while a child was, or is, being educated and cared for at the service or any complaint alleging that the Law has been contravened at the service.
- Oversees the attendance or implementation of any Professional Development for staff that may be required.
- Ensures confidentiality is maintained at all times.
- Ensures staff are provided copies of complaint/grievance procedures upon commencement of employment.
- Information is displayed within the service for staff and families to access the feedback and complaints procedure.

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- Ensures the timely, adequate and appropriate communication of any actions arising from the complainant to the Nominated Supervisor and/or staff member who received the complaint.
- Ensures that the process is fair to all parties involved.
- Ensures all telephone conversations or face to face meetings or conversations are documented and made available to the parent if requested.
- Ensures outcomes will be provided to the person making the complaint and other parties involved within seven days, if requested.
- Ensures further information on the topic is made available at the parent information area, if applicable.
- Oversees the timely completion of a YMCA Incident Investigation if required, in line with organisational standards.
- Ensures that there are adequate processes in place to deal with complaints about any aspect of the service in an open, transparent and timely manner.

Staff Member Receiving the Complaint (if applicable)

- If the complaint relates to an allegation that a serious incident has occurred, or is occurring, while a child was, or is, being educated and cared for at the service or an allegation that the Law has been contravened at the service, the complaint must be escalated to the Nominated Supervisor immediately once the safety and wellbeing of the children has been established.
- Maintain the rights, confidentiality and dignity of the person making the complaint at all times.
- Actively listen and respond in a professional manner to the complainant.
- Ensure date of complaint, name and details of the complainant, name of children the complaint relates to, written summary and steps taken in response are all recorded and given to nominated supervisor.
- If unable to be immediately rectified or a Nominated Supervisor is not immediately available, highlighting a time frame for getting back to the complainant and ensure this is followed through.

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4. Roles and Responsibilities

Department / Area	Role / Responsibility
Children's Services Management	<p>Is responsible for the development, monitoring, and review of the procedure and related systems, ensuring content meets all legislated requirements.</p> <p>To facilitate procedure awareness to all educators on the appropriate implementation and use of the procedure.</p>
Responsible Persons	<p>Nominated supervisor/service management will oversee the implementation and service adherence of the procedure.</p> <p>Nominated supervisor/person with management and control will seek individual community feedback and facilitate an active consultation process with service users as appropriate.</p> <p>Is responsible for addressing any instance of non-compliance with this procedure and implementing strategies to help prevent non-compliance with this procedure.</p> <p>Responsible for ensuring suitable resources and support systems to enable compliance with this procedure.</p> <p>Drive the consultation process and provide leadership and advice on the continuous improvement of the procedure.</p>
All employees, volunteers & students	<p>Responsible for meeting the requirements outlined in this procedure.</p> <p>Responsible for raising concerns or complaints in accordance with this procedure.</p>

5. Definitions

Complaint


A statement verbal or in writing, that something is wrong or not satisfactory.

Compliment

A statement that something is good, right or satisfactory.

Feedback/Suggestion/Concern

A statement of opinion about something.

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Advocate

A person who represents and works with an individual or group of people who may need support and encouragement to exercise their rights, in order to ensure that their rights are upheld.

6. Key Relevant Documents

- Education and Early Childhood Services (Registration and Standards) Act 2011
- Education and Care Services National Regulations (2011 SI 653)

7. Monitoring Evaluation and Review

This procedure will be reviewed every two years or earlier for reasonable cause or upon the request of the YMCA South Australia Board.

8. Version History

Version	Date	Description of changes	Effective Date	Review Date
2.0	19/06/2012			
3.0	05/04/2016	Update.		
4.0	10/04/2019	Implement procedure.		
5.0	19/06/2023	Amended reporting timeline to 24 hours (from 48 hours) to meet legislative requirements. Updated timeframe for staff to report complaints to prior to the end of their shift (from 48 hours) Updated document name.	19/07/2023	July 2025
6.0	26/05/2025	Reworded complaint definition as defined by the regulations. Removed non applicable key documents.	26/05/2025	May 2027