

Playgroup NSW Complaints Policy 2020

All volunteers, contractors, members of Playgroup NSW and stakeholders or members of the public have a right to have any concerns or complaints about Playgroup NSW, 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.

Playgroup NSW 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 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 Playgroup NSW Child Safety and Wellbeing Policy.

COMPLAINTS 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 (02) 9684 9500.

STEP 2

If the complaint was not resolved in Step 1 (or you are unwilling to contact the person directly) then you may request that your complaint be referred to the General Manager, Programs and Quality or Manager, People and Culture.

CONTACT:

Playgroup NSW
General Manager, Programs and Quality
PO Box 2229
Burwood North, NSW, 2134
Phone: 02 9684 9500
Email: mhill@playgroupnsw.org.au
Manager, People & Culture
PO Box 2229
Burwood North, NSW, 2134
Phone: 02 9684 9500
Email: kpeters@playgroupnsw.org.au

STEP 3

If your complaint has not been resolved in the previous steps through discussing it with the staff member, the General Manager, Programs and Quality, or Manager, People & Culture 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:

CEO
Playgroup NSW
PO Box 2229
Burwood North, NSW, 2134
Phone: 02 9684 9500
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 the Board of Playgroup NSW, through the Chair. You can request that the CEO do this, or you can email the Chair directly at chair@playgroupnsw.org.au

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.

Reviewed June 2020

Approved by the Chief Executive Officer of Playgroup NSW in June 2020