



Complaints & Grievances Policy

Purpose of this policy

To ensure all complaints and grievances are managed through the stipulated complaints and grievances procedures to promote a safe, healthy, harmonious and productive environment.

Policy

Hawthorn Early Years is committed to providing an environment of mutual respect and open communication, where the expression of divergent views and feedback is encouraged. Any complaints or grievances will be treated with a high standard of fairness and equity. All complaints and grievances must be addressed in line with the complaints and grievance procedure and confidentiality maintained at all times.

Scope of Policy

This policy applies to the Approved Provider, the Board of Hawthorn Early Years, employees, students, volunteers, families, children and others attending the programs and activities of Hawthorn Early Years.

Application of policy

All complaints and grievances need to be handled promptly and with transparency. The following principles must be adhered to in managing workplace grievances.

Confidentiality

If complaints or grievances are raised, the Service (subject to its legal obligations) will treat the matter confidentially. It is important that participants also maintain confidentiality. Participants (including witnesses) may discuss the matter in the course of seeking advice.

Impartiality

Where a complaint or grievance has been raised, it will be treated seriously. In some circumstances it will be necessary to investigate a complaint or grievance, in which case the Service will do so in a confidential and impartial manner. This may mean the complainant, the person or persons complained about, and any witnesses will be interviewed. No findings will be made in relation to a complaint or grievance until the investigation is complete.



Sensitivity

If complaints or grievances are raised, the complainant and the personnel highlighted will be treated fairly and respectfully. All people handling the complaint or grievance must be sensitive to the needs of those directly involved, and also to others who may be indirectly affected by the complaint.

Timeliness

Each complaint or grievance will be dealt with in as short a time as possible in the circumstances whilst giving regard to thoroughness.

The Service is committed to ensuring an effective complaint and grievance resolution process is in place that facilitates early intervention to ensure a productive and harmonious environment.

Implementation of policy

This policy will be implemented through the complaints and grievance procedure for employees and families.

Procedures relating to this policy

1. Complaints and Grievance Procedure
2. HR Manual Employee Grievance
3. Behavioural Code of Conduct
4. Privacy Procedure