



Out of Hours School Care Complaints and Grievances Policy

Policy Statement

The coordinator/responsible person of the Out of School Hours Program (OSHC), the Principal and the OSHC subcommittee and School Council will ensure that any complaint or grievance will be acknowledged, recorded, and addressed.

Procedures and Practices

- Parents, guardians, and children are encouraged to voice their concerns, comments, suggestions, and grievances promptly.
- Parents, guardians, and children are encouraged to discuss any issues with the coordinator in the first instance.
- The coordinator will then determine whether to escalate the complaint or grievance to the principal.
- If unresolved the school council and OSHC sub-committee will be consulted for assistance.
- Parents, guardians also have the option of contacting the Quality and Assessment and Regulation Regional Office or North-Western Regional Office 1300338691.

Date Reviewed:

May 2016

May 2019

Next Review Date:

May 2022