



Out of Hours School Care Staff Complaints Policy

Policy Statement

The coordinator of the Out of School Hours Program (OSHC), the Principal and School Council will ensure that staff complaints are acknowledged, recorded, and addressed.

Procedures and Practices

- Staff are encouraged to voice any concerns, comments, suggestions, and grievances promptly.
- Staff are encouraged to discuss any issues with the coordinator in the first instance.
- If the matter is unresolved the Principal is the next point of contact.
- If unable to resolve the School Council will be consulted for assistance.
- The person making the complaint can email their concern to quality.assessment.regulation@education.vic.gov.au or through calling the enquiry line on 1300 307 415.
- The Principal may refer the matter to the Department of Early Childhood Services.
- Complaints and issues will be responded to promptly.
- Complaints will be recorded including outcomes.

Date Reviewed:

October 2014
4th October 2016
August 2019
August 2022

Next Review Date:

August 2025