**COMPLAINTS AND GRIEVANCES FORM 2023**

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| **SECTION 1: DETAILS OF COMPLAINT OR GRIEVANCE** |  |
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|  | Date of complaint |  |  |
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|  | Complainant name |  |  |
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|  | Address of complainant |  |  |
|  |  |  |
|  | Suburb State Postcode |  |
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|  | Contact numbers | H. M. |  |
|  |
|  | Email address |  |  |
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|  | Description of complaint |  |  |
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|  | Date(s) matter occurred |  |  |
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|  | Person(s) involved in complaint |  |  |
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|  | Desired outcome(s) |  |  |
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|   | Method of complaint lodgement | ⬜ Face-to-face ⬜ Telephone ⬜ Letter ⬜ Survey⬜ Complaints and Grievance Form ⬜ Other  |  |
|  |
|  | Signature of complainant |  |  |
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|  | Form received by/completed by staff member |  |  |
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| **SECTION 2: NOTIFICATION OF RECEIPT OF COMPLAINT OR GRIEVANCE** |  |
| ***At Tweed Heads Community Preschool we value the input of families, carers, and the wider community. Your complaint is a serious matter to us and we will endeavour to resolve this matter to your satisfaction.*** ***We acknowledge your complaint or grievance and will investigate this matter with fairness, concern and confidentiality.*** |
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|  | Name of staff member in receipt of complaint |  |  |
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|  | Date complaint received |  |  |
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|  | ***We are committed to investigating your complaint by implementing the following processes to seek a collaborative and timely resolution.*** Process involved in management of complaint |  |
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| Receive a complaint or grievanceFace-to-face/TelephoneLetter/SurveyRecord the complaint or grievanceComplete *Complaints and* *Grievances Form* *Complaints and Grievances Form 2011*Acknowledge the complaint or grievanceAssess the complaint or grievanceInvestigate the complaint or grievanceEscalate the complaint or grievance to an external bodyEscalate the complaint or grievance to Director, President, Committee or Complaints SubcommitteeResolve the complaint or grievanceEvaluate the management of the complaint or grievance |  |  |
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|  | ***The following staff and committee members are available to speak with immediately, whilst your complaint is investigated and addressed.*** |  |
|  |
|  | Position and contact details | Kim Rollings Director/Nominated Supervisor |  |
|  |  | Phone: 07 5536 1221 Email: thpreschool@bigpond.com |  |
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| **SECTION 3: ASSESSMENT DETAILS** |  |
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|  | Nature of complaint |  |  |
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|  | Key issues for resolution |  |  |
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|  | Issues requiring clarification |  |  |
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|  | Severity of complaint |  |  |
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|  | Appropriate action or escalation |  |  |
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|  | Fairness and equity to all parties involved (explanation) |  |  |
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|  | Key parties involved (including witnesses) |  |  |
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|  | Person(s) or body assigned to manage investigation and contact details |  |  |
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|   | Method appropriate in obtaining resolution | ⬜ Written apology ⬜ Face-to-face mediation ⬜ Further investigation⬜ Escalation to external body/dept  |  |
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| **SECTION 4: ASSESSMENT FINDINGS** |  |
| ***Your complaint has been assessed. Tweed Heads Preschool has assigned a person or persons to investigate your complaint. We have noted their contact details below.*** |
|  | Name of person(s) investigating complaint and contact details |  |  |
|  |  |  |
| ***We will endeavour to resolve your complaint within the following timeframe:*** |
|  | Expected resolution timeframe |  |  |
| ***Your complaint will be investigated using the following methods and processes:*** |
|  | Process involved in managing and resolving complaint  |  |  |
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| ***We seek to engage a collaborative approach to resolving your complaint and outline the following communication methods to be used by you and our investigator(s):*** |
|  | Communication process between investigator(s) and complainant |  |  |
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|  | Date provided to complainant |  |  |
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| **SECTION 5: COMPLAINT INVESTIGATION** |  |
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|  | Date of report |  |  |
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|  | Information obtained and source of information including information provided by each party, facts in dispute and inconsistencies, reliability and relevance, and independent verification. Note method of obtaining information and how information was recorded |  |  |
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|  | Consultations with relevant specialists, agencies, experts, precedents or reviews |  |  |
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| **SECTION 5: COMPLAINT INVESTIGATION (continued)** |  |
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|  | Timeline of events |  |  |
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|  | Relevant standards, procedures and policies and level of compliance |  |  |
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|  | Communications between complainant and investigator(s) during investigation |  |  |
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|  | Name of investigator(s) |  |  |
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|  | Signatures of investigator(s) |  |  |
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| **SECTION 6: FINDINGS AND RECOMMENDATIONS** |  |
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|  | Findings |  |  |
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|  | Recommendations |  |  |
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|  | ⬜ Issue written apology |  |  |
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|  | ⬜ Development of Tweed Heads Preschool policies, practices and/or program |  |  |
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|  | ⬜ Training or further education of staff or parents |  |  |
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|  | ⬜ Modification of the environment |  |  |
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|  | ⬜ On-going monitoring of the issue |  |  |
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|  | ⬜ No further action |  |  |
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|  | Signature of investigator(s) |  |  |
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|  | Date of findings and recommendations report |  |  |
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| **SECTION 7: COMPLAINT AND GRIEVANCE RESOLUTION** |  |
| ***Your complaint has been investigated and a report presented to the committee to action.*** |
|  | The following action will be taken |  |  |
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| ***We would appreciate your feedback on the recommendations of the investigation, and the actions taken/to be undertaken. If you are not satisfied with the outcome, the actions detailed below can be followed.*** |
|  | Further actions |  |  |
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|  | Date provided to complainant |  |  |
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| **SECTION 8: COMPLAINT AND GRIEVANCE MANAGEMENT EVALUATION** |  |
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|  | Receiving a complaint or grievance |  |  |
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|  |
|  | Recording and acknowledging the complaint or grievance |  |  |
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|  | Assessing the complaint or grievance |  |  |
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|  | Escalating the complaint or grievance |  |  |
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|  | Investigating the complaint or grievance |  |  |
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|  | Resolving the complaint or grievance |  |  |
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|  | **Overall management evaluation** |  |  |
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|  | Areas of success |  |  |
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|  | Areas of improvement |  |  |
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|  | Areas of learning  |  |  |
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