



Complaints Policy

Philosophy Statement

Epic Holiday Camps are committed to creating a fun and safe environment for school-aged children to enjoy meaningful **real-world experiences** to remember forever. With a focus on **learning through play**, we offer exciting **age-matched activities** to support children in gaining confidence, developing their identity and enhancing their **health and wellbeing**. Organisational culture is important to us and we strive to build teams of motivated, fun and **engaging teachers** who children and families can **respect and trust**. Effective communication with children and their families underpins everything we do, ensuring we foster respectful relationships and **continually improve** our program delivery.

Policy Rationale

EPIC Holiday Camp will seek to foster positive relations between all parents/guardians and educators. Every parent/guardian has the right to a positive and sympathetic response to his or her concerns. Solutions will be sought to resolve all disputes, issues or concerns that a parent/guardian raises.

Policy Objectives

The service aims to meet the expectations of families accessing the service and parents/guardians are encouraged to share their feedback with educators. The service seeks to work collaboratively with families to resolve any grievances in a fair, prompt and positive manner, which then informs continuous improvement opportunities.

Procedures

- All families will be informed of complaints and grievances procedures, through the availability of this policy on the service website.
- If a parent has a concern about a service, they are encouraged to discuss the issue with the relevant educator in the first instance.
- If the parent still feels action is necessary after initial discussions with the educator, the matter should be discussed with the Coordinator. Families are encouraged to make a time with the Coordinator so that educator: child ratios are not impacted.
- If a satisfactory resolution is still not achieved, the parent and/or Coordinator can bring the matter to the EPIC Holiday Camp Head Office, between 9.00 am – 5.00 pm on 0488747431 or the parent can email them directly at info@epicholidaycamps.com.au
- If a satisfactory resolution is still not achieved the parent and/or Coordinator can bring the matter to the EPIC Holiday Camp Director. The Director can be contacted between



9.00 am – 5.00 pm on 0488747431 or the parent can email directly to the Director at ella@epicholidaycamps.com.au

- Any grievances received will be addressed within 2 working days.
- All grievances will be handled in a professional and confidential manner.
- Families can also contact Department of Education and Training (DET) on 1300 307 415 if they still feel their grievance has not been resolved. Further information for families can be found on the Australian Children's Education and Care Quality Authority (ACECQA) website: www.acecqa.gov.au .
- The complaints process will be available to families in the Policy manual at the program, or from the office on request outside program operating periods (R168). It is also documented within this policy on the service website.
- Any complaints / grievances about the health and wellbeing of children, or an allegation that a section of the Education and Care Services Law Act (2010) or a regulation of the Education and Care Services National Regulations (2011) may have been breached, will be notified to the Regulatory Authority (DET) within 24 hours in writing, as required in the Education and Care Services National Law Act (2010) Section 174 and supported by the Education and Care Services National Regulations (2011), Regulation 176.
- The EPIC Holiday Camp representative managing the complaint will provide feedback to the complainant, to ensure a response is received about the service findings and any actions taken.
- All steps within the process, including findings, will be documented to further inform policy and procedures review, staff professional development opportunities and Quality Improvement Plan (QIP) development.

References:

ACECQA National Quality Framework Resource Kit (2012)

Quality Area 1 – Educational Program and Practice.

Quality Area 2 – Children's Health and Safety

Quality Area 7 – Leadership and Service Management

Education and Care Services National Law Act (2010), S 168, S 174

Education and Care Services National Regulations (2011), R 173, R 176