



Beyond the Burrow
EARLY LEARNING & CARE

Complaints and Grievances Procedure

Service Name:	Beyond the Burrow Early Learning & Care
Related Policy:	Complaints & Grievances Policy, Complaints & Grievances Register
Policy Relevant to:	Approved Provider, PMC, Nominated Supervisor, all Educators, Staff and Families
Last Review:	January 2026
Next Review:	January 2028

Purpose

This procedure supports the Complaints & Grievances Policy by outlining clear, step-by-step processes for receiving, managing, investigating, resolving, recording, and reviewing complaints and grievances at Beyond the Burrow.

It ensures complaints are handled:

- Fairly, respectfully, and consistently
- In a child-safe and confidential manner
- In line with legislative and regulatory requirements
- As an opportunity for reflection and continuous improvement

Guiding Commitments

Beyond the Burrow commits to:

- Listening respectfully to all concerns
- Responding without defensiveness or blame
- Prioritising the safety, wellbeing, and rights of children
- Acting promptly and transparently
- Protecting privacy and procedural fairness

How a Complaint Can Be Made



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Complaints or concerns may be raised:

Informally

- By speaking directly with a with educators or service leadership of Beyond the Burrow

Formally

- By email, written letter, or documented conversation
- Addressed to Beyond the Burrow / service leadership

Anonymously

- Anonymous complaints will be recorded and considered, noting this may limit follow-up or resolution

Support will be provided where language, cultural, or communication barriers exist.

Procedure

Receive the Complaint

- Listen respectfully and acknowledge the concern
- Thank the person for raising the issue
- Clarify the nature of the complaint where appropriate
- Do not dismiss, minimise, or debate the concern

Acknowledge the Complaint

- Informal concerns are acknowledged immediately
- Formal complaints are acknowledged in writing within two working days
- Explain the next steps and expected timeframes

Assess the Complaint

The Approved Provider will assess:

- Whether the matter can be resolved informally
- Whether the complaint is a grievance requiring investigation



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- Whether the complaint is notifiable (child safety, serious incident, regulatory breach)

If required, the regulatory authority will be notified within legislated timeframes.

Investigate

Where investigation is required:

- Relevant information is gathered objectively
- All parties are provided an opportunity to be heard
- Confidentiality and procedural fairness are maintained
- Conflicts of interest are identified and managed

Determine Outcome

Outcomes may include:

- Clarification or explanation
- Apology or acknowledgement
- Changes to practice or procedure
- Additional training or supervision
- Disciplinary action (where appropriate)

Communicate the Outcome

- The outcome is communicated respectfully to the complainant
- Where appropriate, outcomes are provided in writing
- Confidentiality of others is maintained

Record the Complaint

All complaints are recorded in the Complaints & Grievances Register, including:

- Date received
- Nature of complaint
- Actions taken
- Outcome
- Follow-up actions

Review and Improve

- Complaints are reviewed for patterns or systemic issues
- Learnings inform updates to practice, policy, or training



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- Relevant improvements are documented in the QIP

Child-Related Complaints

When a complaint involves a child:

- The child's safety and wellbeing is prioritised
- Mandatory reporting obligations are followed
- Responses are child-focused and developmentally appropriate
- The regulatory authority is notified where required

External Escalation

If a complainant is not satisfied with the outcome, they may:

- Request a review by Beyond the Burrow Management
- Contact the relevant regulatory authority

Contact details for external bodies are displayed at the service and available on request.

Storage and Confidentiality

- All records are stored securely
- Access is limited to authorised persons
- Records are retained in line with regulatory requirements

Related Policies and Documents



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- Educator Staffing Arrangements Policy
- Code of Conduct
- Risk Management Framework
- Work Health and Safety Policy
- Child Safe Environment Policy
- Privacy and Confidentiality Policy
- Quality Improvement Plan

Review History

<i>Procedure Approved By:</i>	Charné Chandler	Approved Provider/Director	January 2026
<i>Procedure Reviewed</i>	-	<i>Next Review Date</i>	January 2028
<i>Modifications</i>			