

## 5.0 Complaints Handling Policy

### Policy Rationale

The Empathy Initiative believes that all stakeholders of their programs should have an avenue for providing feedback on policies and procedures.

All complaints should be handled with respect and in a fair and equitable manner.

The complaints handling procedure should be straightforward and transparent. This complaints process has been designed to inform policy and procedures review, and staff professional development opportunities.

### Procedures

Complaints can be provided to The Empathy Initiative in a variety of ways:

- Via email to [jeremy@jeremykalbstein.com.au](mailto:jeremy@jeremykalbstein.com.au)
- In person to Jeremy Kalbstein
- Via telephone to The Empathy Initiative director - Jeremy: 0435 743 403
- Via the Contact Us page on the The Empathy Initiative website – <https://jeremykalbstein.com.au/contact/>

Any complaint received will be kept in confidence at all times. All complaints will be kept on record. Complaints relating to notifiable offences must be reported to relevant authorities as soon as practicable.

#### **Complaints process:**

A complainant is encouraged to discuss their concerns with the Director of The Empathy Initiative verbally or via email.

All complaints will be responded to within 5 working days. The complainant will receive a response via email or telephone. Attempts to make contact will be recorded using the Complaints Log (Appendix 1).

#### **Notifiable Complaints:**

A complaint is deemed notifiable if the complaint is alleging that the safety, health or wellbeing of a child was or is being compromised and/or if the National Law is or has been breached.

Any complaints / grievances about the health and wellbeing of children will be notified to the Regulatory Authority (DET) within 24 hours in writing.

It is the responsibility of The Empathy Initiative director to ensure that any Notifiable Complaints are reported to the relevant Regulatory Authority and to notify the complainant that it has been made.

## 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 (Standard: 7.2; Elements: 7.3.3, 7.3.4, 7.3.5)
- Education and Care Services National Law Act (2010), S 168, S 174
- Education and Care Services National Regulations (2011), R 173, R 176

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