



Our “Compliments and Complaints Policy” sets out how Greenbrook Kindergarten receives, records, investigates and learns from compliments and complaints.

The safety, health, wellbeing, rights and best interests of every child are the paramount consideration and must guide all decisions, actions and practices of educators within our education and care service.

Greenbrook Kindergarten is committed to:

- providing an environment of mutual respect and open communication
- recognising excellence and gratitude
- complying with all legislative and statutory requirements
- dealing with disputes, complainants with fairness and equity
- establishing mechanisms to respond to complaints in a timely way
- treating information in relation to complaints with sensitivity.

Key points within this policy:

- Child safety, wellbeing, rights and best interests must guide every decision.
- Compliments should be acknowledged, saved and shared appropriately to recognise good practice and improve the service.
- Complaints may come from children, families, staff, volunteers, community members or agencies. Employment and staff-grievance matters are excluded.
- All formal complaints are recorded securely in the Complaints Register, assessed for seriousness and safety risk, handled fairly and confidentially, and addressed promptly.
- Minor issues should, where appropriate, first be resolved directly and professionally with those involved.
- The approved provider leads complaint handling and may appoint a Complaints Subcommittee or investigator. Investigations must be evidence-based, impartial, documented, allow those involved a right of reply, and keep complainants informed.
- Notifiable complaints—such as alleged serious incidents or breaches of the National Law—must be reported to the Regulatory Authority in writing within 24 hours. The policy also specifies other notification timeframes for risks and alleged abuse.
- Complaints involving children require a child-focused, trauma-informed and culturally safe approach, with accessible ways for children to raise concerns and protection from blame or retaliation.
- Risks must be actively managed during an investigation; this can include supervision changes or removing a person from direct contact with children where necessary.
- Outcomes and recommendations go to the approved provider, who decides actions, communicates relevant decisions, follows up on satisfaction, and uses trends to improve the service.