



BEFORE, AFTER & VACATION CARE

# GRIEVANCE AND COMPLAINTS POLICY

TeamKids, February 2026



FUN

GENUINE

INNOVATIVE

INVOLVED

REMARKABLE

## POLICY RATIONALE

TeamKids encourages children, parents, guardians and community members to provide feedback on our policies, procedures and services and welcomes each feedback as a means of improving its service delivery and upholding positive relationships between TeamKids and its stakeholders.

TeamKids provides guidelines on managing disputes and incidents in a fair and equitable manner, as well as within a reasonable timeframe. TeamKids recognises the rights of all children, families and community members to have a clear, concise and transparent Grievance and Complaints procedure.

Where possible, complaints will be addressed by the responsible person / person in day-to-day charge at the venue. If the complaint is about an issue that our team considers to be outside their control, or the person does not feel they wish to share it with the educator, the person may be directed to our Customer Service team for their complaint to be resolved. This may be verbally or in writing.

TeamKids has an obligation to inform the relevant regulatory authority of complaints alleging that the safety, health or wellbeing of a child or children was or is being compromised while that child or children is or are being educated and cared for by the service.

## PROCEDURES

- All families will be informed of complaints and grievances procedures, through the availability of this policy on the service website, or a hard copy can be provided from the head office on request (R168).
- Feedback will be sought regularly from families and children to provide them with an opportunity to provide feedback and ways in which the Service might be improved.
- If a parent would like to raise a concern about the service, they are encouraged to discuss the matter with the service Coordinator or Director of Service. Families are encouraged to make a time with the service Coordinator or Director of Service, so that educator to child ratios are not impacted.
- If the parent and/or Coordinator/Director of Service would like to discuss the matter further, they can contact the TeamKids Customer Service team, between 8:00 am – 6:00pm Monday-Friday, on 1300 035 000 or via email [info@teamkids.com.au](mailto:info@teamkids.com.au).
- Families are also provided with the name and contact details of the person to whom complaints can be made, through the clear display of a sign at the main entrance of the service. This will be on display at all times that the service is in operation.
- If a satisfactory resolution is not achieved, the parent and/or Coordinator/Director of Service matter will be escalated to the Customer Service Manager and Operations Manager.
  - Family can also contact the relevant Regulatory Authority with contact details on display at the main entrance of each service or on:
    - 1300 307 415 (Victoria)
    - 1800 619 113 (New South Wales)
    - (07) 3328 6780 (Queensland)
- 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](http://www.acecqa.gov.au)

- 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 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 grievance or complaint may also require notification of relevant authorities such as Police, Child Protection and the Commission for Children and Young People, if it involves elements that fall into the jurisdiction of these agencies. The Quality and Compliance Team will support this process, reflecting on relevant laws of notification.
- Whilst any investigations are underway, where the health and wellbeing of a child is the subject of a grievance or complaint against an educator, staff member or volunteer, TeamKids will consider the risks to children and may elect to suspend an educator, staff member or volunteer, from working directly with children. This will be determined in partnership with the People and Culture Team. If the grievance or complaint is against another child, TeamKids will work with families/guardians to ensure the children are not provided with an opportunity to impact the health and wellbeing of any child. This may involve suspending the education and care of children if required.
- During investigations of a grievance or complaint, TeamKids will support privacy and employment law.
- All elements of any investigation of a grievance or complaint will be documented and record keeping will support the TeamKids Record Keeping Policy.

## WHAT WILL HAPPEN IF AN EDUCATOR / STAFF MEMBER MAKES A COMPLAINT?

Any complaints or reports of a breach of the TeamKids Code of Conduct, discrimination, harassment or bullying will be addressed quickly, seriously and empathetically.

- The complaint will be investigated promptly and thoroughly, with resolutions made effective within 48 hours of the time the complaint is received, where possible.
- All complaints will be investigated fairly and impartially, whilst supporting privacy and employment law.
- The complaint and investigation procedure will be kept entirely confidential, however, TeamKids are unable to guarantee confidentiality depending on the nature of the complaint.
- A complaint may be withdrawn at any stage.
- It is unlawful to disadvantage or victimise a person for making a complaint of discrimination. Under no circumstances will any person victimise or retaliate against another person who makes a complaint.
- Where the complaint is about a Team Member, the individual will be notified of the complaint, and its nature, as soon as possible. The Team Member will be given an opportunity to have a right of reply and will be required not to communicate with the complainant about the complaint during this period.
- If the complaint is assessed to be substantiated, the resolutions will be discussed and agreed between all parties.
- If, following investigation, a complaint is assessed to have no foundation, both parties will be informed, and the reasons will be explained.
- 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.

## COMPLAINTS MADE BY A CHILDREN

- TeamKids recognises that children have the right to raise concerns or complaints with educators, TeamKids management and if necessary, outside agencies. In this way, TeamKids promote children's voice, empowerment and participation. TeamKids support and embed the rights of the child at all times.
- TeamKids provides guidance to children in services, as to how to raise safety concerns for themselves, their friends or peers, through the use of simple and easy to understand posters within the service. These are discussed in group times, to assist children to understand the complaints process. See below.
- If a child wishes to raise a complaint against another child at the Service, they will be encouraged to talk to their preferred Educators about the issue. Educators will support children to manage their relationships and behaviours at the service in accordance with policies on 'Interactions with Children' and procedures on guiding children's behaviour.
- If a child wishes to raise a complaint against an educator at the service, that may be a breach of the TeamKids Code of Conduct, the child will be encouraged to talk to another educator, or the Coordinator/Director of Service. Children are supported to discuss their experiences at the service with their families.
- If a child wishes to raise a complaint against a Parent/Guardian or other adult, the Coordinator/ Director of Service will assess the complaint and discuss any serious issue with their Regional/Area Manager who will advise on the resolution of this. For any serious allegations, refer to the 'Child Protection Policy'.
- If a child has a concern about anything or anyone at the service, they are encouraged to discuss the issue with the educator they know best.
- Educators support children to talk about things they like and things they don't like with their families.
- Families may need to assist their children to communicate with educators about issues at the service and time to talk about these may be arranged at pick up or collection times.
- Although it is not a formal requirement, children are welcome to submit their complaint verbally or in writing. To help in the resolution of the complaint, if the complaint is in writing TeamKids asks that the following information is provided by the child, with the assistance of a family member:
  - Date(s) and time(s) of the occurrence(s) causing the complaint.
  - Where the problem happened.
  - Who was involved.
  - What's caused the problem; and
  - Steps taken to date to try and resolve the problem.

## COMPLAINT MADE BY A CHILD OR AN ADULT ABOUT A CHILD'S BEHAVIOURS

If a complaint is made alleging a child is exhibiting harmful sexual behaviours, the service will follow the procedures in the Child Safe Standards Policy (including Reportable Conduct Scheme) and listed below. This will ensure the child's behaviours are considered for their age/stage of development, any knowledge of previous incidents at home/school, can be considered. The Information Sharing Scheme can be used to share relevant information with outside agencies if this meets the requirements.

If a complaint is made alleging a child is exhibiting harmful sexual behaviours, the service will follow the procedures in the Child Safe Standards Policy (including Reportable Conduct Scheme).

This will ensure the child's behaviours are considered for their age/stage of development, any knowledge of previous incidents at home/school, can be considered. The Information Sharing Scheme can be used to share relevant information with outside agencies if this meets the requirements.

## HOW TO MAKE A NOTIFICATION

- Educators will discuss any observation/disclosure with the Director of Service/Coordinator who will then notify the service Regional/Area Manager. The Child Safeguarding Manager will then be notified.
- The Child Safeguarding Manager will then contact the regional Child Protection office as soon as possible.
- Educators can also self-report to the regional child protection office at any time.
- In an emergency, outreach crisis response, the Child Protection unit operates twenty- four hours. See contact details provided for individual states and territories.
- Provide the following information:
  - The child's name, date of birth and address
  - The parent's name, date of birth, address and telephone number
  - If the family identifies as Aboriginal or Torres Strait Islander
  - The reason for believing that the injury or behaviour is the result of abuse or neglect
  - The reason why the call is being made at this point.
  - An assessment of immediate danger to the child/ren (information may be sought on the whereabouts of the alleged abuser/s)
  - A description of the injury or behaviour observed.
  - The current whereabouts of the child or young child
  - Knowledge of other services involved with the family.
  - Any other information about the family, such as siblings in the home
  - Any specific cultural background, language barriers or disability circumstances.
- A notification record is to be maintained for TeamKids records of this information.
- A notification should still be made, even if the notifier does not have all the necessary information.
- A child protection/child safety worker will determine whether the child or young person's described circumstances fall within the legal definition of 'a child in need of protection'.
- A decision will be made as to the urgency of the situation.
- The notifier will be informed as to the progress of the investigation as soon as possible.
- The police will become involved in cases of sexual or physical abuse allegations.
- The notifier may have an ongoing role, including:
  - Acting as a support person in interviews with the child or young person
  - Attending a case conference
  - Participating in case-planning meetings
  - Continuing to monitor the child's behaviour
  - Observing/monitoring the conditions on a protective court order that may relate to access or contact with a parent/guardian.
- Liaising with other professionals and child protection workers in relation to a child or young person's wellbeing
- Providing written reports for case-planning meetings or court proceedings in relation to the child's wellbeing or progress.

## 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), R173&176

## VERSION CONTROL

Version control Date: 25 August 2016  
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Grievances (Parents/Guardians) Policy No. PO-0014  
Grievances (Parents/Guardians) Procedures No. PR-0014