



POLICY STATEMENT

Families have an important role in TWOOSH and we value their feedback and input. TWOOSH aims to ensure they feel free to communicate any concerns they have in relation to TWOOSH, Educators, Management, programs or policies without fearing negative consequences, and that they are made fully aware of the procedures to do this. TWOOSH seeks to continually improve and family feedback is critical in helping us to do so.

REFERENCES AND CONSIDERATIONS

- Community Service Complaints, Reviews and Monitoring Act, 1993 No 2
- NSW Dept. of Education– Complaints Handling Policy
- National Quality Framework 2012
- Education and Care Services National Regulations 2012

Related TWOOSH documents

- TWOOSH Constitution
- TWOOSH Parent/Caregivers and visitors code of conduct

POLICY

TWOOSH supports a family's rights to raise issues of concern. TWOOSH will help to clarify their concern with reference to relevant policies and procedures and resolve them as appropriate.

- ◆ An issue of concern may include any issue a family would like clarified, is concerned about or would like us to consider.
- ◆ Children should direct their concerns directly to Educators who will deal with the issue immediately or inform the Director.
- ◆ Guardians are provided with clear written guidelines in the Family Information Booklet detailing the appropriate procedure used to raise issues of concern. This procedure is also listed below.
- ◆ Conversations will remain confidential and will only involve other persons as is necessary and negotiated.
- ◆ Any guardian who wishes to have a formal meeting is requested to make an appointment with the Director/Assistant Directors. The Director/Assistant Directors will attempt to resolve the issue at this level.
- ◆ TWOOSH policies may need to be reviewed as a result of issues of concern being raised.
- ◆ As per the Parent/Caregivers and visitors code of conduct, no guardian is permitted to address issues with other children. These issues must be directed to Educators or the Director. A breach of this code of conduct may result in exclusion from TWOOSH.
- ◆ If a Guardian's behaviour is seen as unacceptable either towards children or Educators, they will be asked to read, sign, and return the Parent/Caregivers and visitor code of conduct. Failure to do so will result in exclusion of the family from TWOOSH until this is complete.

PROCEDURE

Day-to-day issues concerning a child who attends TWOOSH

1. Discuss issue with an Educator.
2. If it cannot be resolved, escalate to Director/Assistant Directors.
 - The issue will be recorded and dated, indicating the issue of concern and how it was resolved, and a copy filed in the family's confidential file.
3. If still unresolved, submit issue in writing to the Management Committee/representative via the Director/Assistant Directors.
 - The Management Committee/representative will discuss the issue with the Director and develop a strategy for resolving it. The guardian will be informed of the outcome verbally or in writing. If necessary, a meeting will be organised with the Director, guardian and Management+ Committee/representative to resolve the problem.
 - The issue will be recorded and dated, indicating the issue of concern and how it was resolved, and a copy filed in the family's confidential file.
 - Educators will also be informed of relevant issues they need to address or be aware of.
4. If still concerned and further consideration is required, discuss issue with appropriate unbiased third party, e.g. principal.

Issues directly involving TWOOSH and the school

- ◆ Discuss issue with the Director or Responsible Person **and** discuss issue with principal, relevant teachers or the P&C representative as appropriate.
- ◆ Director/Assistant Director will liaise with principal to coordinate TWOOSH/school approach and seek to resolve the issue.

Making complaints to the regulatory authority

If a complaint has been raised with TWOOSH but has not been resolved satisfactorily, or if you have a concern regarding the health and safety of children at TWOOSH you can contact the regulatory authority for NSW:

NSW Early Childhood Education and Care Directorate, Department of Education and Communities

Website:
<https://education.nsw.gov.au/early-childhood-education>

Email: ececd@det.nsw.edu.au

Phone: 1800 619 113

Revisions

Date of next review: December 2025

Date	Reviewer	Approved by
07.09.17		TWOOSH Management Committee
26.11.18		TWOOSH Management Committee
03.06.19		TWOOSH Management Committee
22.06.20	CN, MK	TWOOSH Management Committee

30.07.21	AB	TWOOSH Management Committee
24.03.23	AB	TWOOSH Management Committee
18.06.24	HB	TWOOSH Management Committee
