

Complaints Policy and Procedure

The Starfish Academy Educare Centre (Pty) Ltd - Western Cape, South Africa

1. Purpose

The purpose of this Complaints Policy is to establish a transparent and effective process for addressing and resolving concerns or complaints raised by parents, staff, or other stakeholders related to The Starfish Academy Educare Centre.

2. Definitions

2.1. Complaint: An expression of dissatisfaction or concern regarding any aspect of the Educare Centre's operations, services, or conduct.

2.2. Complainant: The individual or party raising the complaint.

2.3. Respondent: The person or party against whom the complaint is raised.

3. Principles

3.1. Fairness: All complaints will be treated fairly, impartially, and with sensitivity.

3.2. Confidentiality: Complaints and the resolution process will be handled confidentially, with information disclosed only to those directly involved in the resolution.

3.3. Timeliness: The Centre is committed to addressing and resolving complaints promptly.

3.4. No Retaliation: No person raising a complaint will face retaliation or adverse consequences for doing so.

4. Procedure

4.1. Informal Resolution:

a. Informal Discussion: Encourage complainants to discuss their concerns directly with the relevant educator, staff member, or supervisor in an informal and open manner.

b. Resolution: Seek resolution through open communication, clarification, or corrective action where necessary.

4.2. Formal Complaint Process:

a. Submission of Complaint: If not resolved informally, the complainant may submit a written complaint to the Centre's management. The complaint should include details of the issue, individuals involved, and any attempted informal resolutions.

b. Acknowledgment: The Centre will acknowledge receipt of the complaint within 5 working days.

c. Investigation: The Centre will conduct a fair and impartial investigation, involving relevant parties and obtaining necessary information.

d. Resolution: Based on the investigation, the Centre will propose and implement a resolution, which may include corrective action, policy changes, or other appropriate measures.

e. Feedback to Complainant: The complainant will be provided with feedback on the outcome and any actions taken within 15 working days after the completion of the investigation.

4.3. External Resolution:

a. Escalation: If the complainant is dissatisfied with the Centre's response, they may escalate the matter to an external authority, such as the relevant educational regulatory body.

b. Contact Information: Provide information on external entities where complaints can be escalated.

Western Cape Education

Postal Address: Private Bag X9114, Cape Town, 8000

Physical Address: 1 North Wharf Square, 2 Lower Loop Street, Foreshore, Cape Town, 8001

Telephone: 0861 819 919

Website: wceldonline.westerncape.gov.za

5. Record-Keeping

All complaints, investigations, and resolutions will be documented for reference, learning, and continuous improvement.

6. Education and Awareness

The Centre will periodically educate staff, parents, and stakeholders about the Complaints Policy and procedure to ensure awareness and understanding.

7. Review and Improvement

The Complaints Policy and procedure will be reviewed regularly to identify areas for improvement, with updates communicated to all relevant parties.

8. Acknowledgment

By enrolling their child at The Starfish Academy Educare Centre, parents acknowledge their understanding and acceptance of this Complaints Policy and Procedure.