



Australian Government

CHCECE029 Respond to problems and complaints about the service

Release: 1

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Modification History

| Release | Comments |
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| Release | <p>This version was released in <i>CHC Community Services Training Package release 2.0</i> and meets the requirements of the 2012 Standards for Training Packages.</p> <p>Significant changes to performance criteria</p> <p>New evidence requirements for assessment including volume and frequency requirements</p> <p>Significant changes to knowledge evidence</p> |

Application

This unit describes the skills and knowledge required to effectively resolve grievances and complaints about the service.

The unit applies to educators who work with children in a variety of education and care services.

The skills in this unit must be applied in accordance with Commonwealth and State/Territory legislation, Australian/New Zealand standards and industry codes of practice.

Elements and Performance Criteria

ELEMENT

PERFORMANCE CRITERIA

Elements define the essential outcomes.

Performance Criteria specify the level of performance needed to demonstrate achievement of the Element.

1. Respond to a family member's concerns about their child

- 1.1 Discuss observations about the child in the service
- 1.2 Collate and present feedback and views of all workers involved with the child
- 1.3 Discuss concern and identify key issue/s with the family member
- 1.4 Use appropriate communication strategies to discuss possible actions with family and collaborate to reach a decision together

ELEMENT**PERFORMANCE CRITERIA**

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| | 1.5 Confirm next steps and clarify agreement with all relevant parties |
| 2. Acknowledge and address grievances and complaints | 2.1 Listen respectfully to person's concerns 2.2 Identify, investigate and discuss issues underlying complaint according to guidelines 2.3 Prioritise and take action as quickly as the situation requires 2.4 Explain complaint process and inform complainant of what can and can not be expected from process 2.5 Refer complaint to appropriate procedures or forums as appropriate |
| 3. Effect resolution of complaints | 3.1 Ensure parties are clear about confidentiality and the rights of others and protect these during the process 3.2 Seek advice in accordance, generate options and facilitate resolution in accordance with organisation procedures 3.3 Facilitate mediation between parties concerned as relevant 3.4 Obtain resolution or an agreement for moving forward or setting aside issues 3.5 Document process and outcomes according to the organisation's procedures |
| 4. Review outcomes | 4.1 Seek feedback from relevant parties about the resolution of problem and/or complaint 4.2 Clarify any misunderstandings or concerns regarding process or own role 4.3 Use feedback and lessons learned to identify and implement improvements to own practice and service |

Foundation Skills

The Foundation Skills describe those required skills (language, literacy, numeracy and

employment skills) that are essential to performance.

Foundation skills essential to this unit are explicit in the performance criteria

Unit Mapping Information

No equivalent unit.

Links

Companion Volume implementation guides are found in VETNet -

<https://vetnet.gov.au/Pages/TrainingDocs.aspx?q=5e0c25cc-3d9d-4b43-80d3-bd22cc4fle53>