

Grievance Policy

Raising and Resolving Concerns

Policy Statement

Good relationships between home and the Centre give our children a better chance of success. This policy provides information about avenues of communication, which strengthens the partnership between parents and the Centre. It acknowledges the importance of the relationship between caregivers/parents and the Educators.

Children can expect

- A safe and caring environment
- A balanced learning environment
- To be given positive opportunities to be involved and to participate in experiences in the Centre

Parents can expect

- A caring and safe environment for their child/children.
- Information sharing about their child's learning
- Information about Centre policies and procedures to be available
- To be given opportunities to put own point of view and express opinions and concerns
- To be treated fairly and equitable
- Opportunities to be involved and to participate in experiences in the Centre
- Clear and accessible communication channels
- Confidentiality will be maintained.

Educators and Governing Council can expect

- Support for Centre policies and procedures.
- Parents to treat educators/staff with respect and listen to their point of view
- Concerns to be raised at the Centre through the agreed channels including the Centre's documented Raising and Resolving Concerns procedures, in a timely manner.
- Confidentiality will be maintained.

Process for Raising Concerns

1. Concerns or Complaints

A person can raise a concern or complaint if they think that an educator/staff member has for example

- Done something wrong or acted unfairly or impolitely
- Failed to do something it should have

Your concern or complaint may relate to;

- the type, level or quality of service
- Centre policies, procedure or practice
- another child's behaviour
- another Centre related issue – such as behaviour or decisions of educators/staff

2. Process for raising concerns or complaint

All personal matters such as concerns regarding children, parent or educator/staff relationships should be raised directly with the Centre through the director or educator/staff.

General Centre matters, e.g. comments about the grounds or fundraising activities may be raised with members of the Governing Council, Director or Assistant Director.

3. Procedure to follow

Step 1.

Arrange a time to talk to the person concerned. Your concern deserves time in order to be resolved. Let the person know about the details of your concern with a chat, note or telephone call prior to an arranged meeting. A time can be set up which suits you both. This means all will be prepared and have all the necessary information.

Stay calm, respectful and honest in your approach. Written or verbal complaints should focus on the facts or details – avoid personal insults, inflammatory statements and threatening or intimidating comments. **You should not approach children or the parent/caregiver of any child directly** (including email or phone).

If your complaint is about the Director of the preschool, or you are not comfortable reporting to the preschool person involved, it may be necessary to go straight to Step 3 or 4.

Step 2.

The Centre will look into your concern and get back to you as soon as possible. The Centre will aim to keep you informed and resolve the concern as soon as possible – ideally within 15 working days.

Step 3.

If together, you are not able to sort out the problem let the person know that you intend to speak to the Director. Arrange a time to speak to the Director, providing information which will enable the meeting to be as useful as possible.

Step 4.

If you are not satisfied that the complaint has been resolved (or the Director is the subject of the complaint) you may contact the Department for Education and Child Development **Education Complaint Unit** (1800 677 435)

Step 5.

If you are not satisfied (or at any time you wish to get advice) you can contact the **Education Complaint Unit** on **1800 677 435**.

This unit will

- assess your complaint
- decide what action is needed
- let you know what has been done and when you can expect to hear about the outcome.

4. Roles and Expectations

Parents / Children / Staff Can Expect

- To follow the Policy when lodging a complaint or concern
- To be listened to
- To have opportunities to put their own point of view and express opinions and
- To be kept informed
- To be informed of options, advice and support available when raising a complaint or concern
- Not to be discriminated against

Sources

National Regulations

DECD Standards

National Quality Standards

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