

GRIEVANCE POLICY

Policy Statement

The McKay Children's Centre promotes harmonious relationships between all staff, parents and children. Everyone has the right to an immediate and equitable response to his or her concerns. Solutions are sought to resolve disputes, issues or concerns that impact on the day to day wellbeing of the Centre in a fair, prompt and positive manner.

Procedure:

The following steps should be followed if you have a complaint:

Parents:

- Address the issue with the person involved.
- Discuss the matter with the Director, Assistant Director or Responsible Person
- Speak to the Grievance Parent Representative – Cath Kidman or Anita Cory
- Write to member of the Governing Council about the issue for discussion at the next meeting.
- If there is no resolution take the matter to the Education Director, Ruth Schubert (Mount Gambier Department for Education Office) or ring the Parent Complaint Line 1800 677 435

Children:

- Through our social skills program children are given strategies to deal with conflict. Children will be assisted with grievances amongst themselves from educators.
- Children who have a grievance with an educator should:
- Seek help from another educator.
- Discuss the concerns with their parent/guardian
- The parent/guardian may wish to speak with educators regarding the matter.

Staff:

- Staff grievances with another staff member:
- Discuss the matter with the person concerned
- Discuss the matter with the Director, Assistant Director or Responsible Person.
- If there is no resolution bring the matter before the Governing Council via the appointed Grievance Officer.

Staff Grievances with parent/Guardian:

- Discuss the matter with the parent/guardian concerned if appropriate
- Discuss the matter with the Director, Assistant Director or Responsible Person.
- If there is no resolution bring the matter before the Governing Council via the appointed Grievance Officer.
- With all grievances constructive strategies will be worked out between the parties involved to bring about a positive outcome. Confidentiality will be maintained for all parties. Progress will be reviewed regularly until the matter is resolved.

References:

NQS Regulation 155

Education Standards Board www.esb.gov.sa.au/earlychildhood

Steps for raising your complaint



Record of Policy Adoption and Amendments:

Approved Governing Council 2017

Reviewed:

Date	Amendments	Reviewed by:	Approved by:
7/9/21	Inclusion of new flowchart	Director	Governing Council
9/21	Reviewed by GC	Governing Council	Governing Council