PARENT COMPLAINT POLICY

Good relationships within the preschool community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used. For further detail refer to the Department’s documents – “Grievance Procedures for Employees” and the “Grievance Resolution Policy”.

Principles of our policy:
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

<table>
<thead>
<tr>
<th>CHILDREN With a grievance could</th>
<th>PARENT(S)/CAREGIVER with a grievance could</th>
<th>STAFF MEMBERS with a grievance could</th>
<th>FAMILY DAY CARE Children, families or staff with a grievance could</th>
</tr>
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<tbody>
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<td>STEPS:-</td>
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<td>1. Talk to the person or a staff member about the problem.</td>
<td>1. Arrange a time to speak to the relevant staff about the problem.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
<td>1. If the grievance relates to the Kindergarten facility or equipment please address the issue with the Kindergarten Director.</td>
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<tr>
<td>2. If issue is unresolved, speak to your parent(s)/caregivers.</td>
<td>2. Please do not enter the preschool about a major grievance without prior arrangement.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
<td>2. If the Grievance relates to the Family Day Care provider please address the issue with the Day Care Provider. If the grievance is not resolved contact the Family Day Care office.</td>
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|                                  | 3. Let the staff member know what you consider to be the issue. | 3. If the grievance is not resolved, speak to -  
|                                  | 4. Allow a reasonable timeframe for the issue to be addressed. | Your Line Manager  
|                                  | 4. If the grievance is not addressed arrange a time to speak with that person’s Line Manager.  
|                                  | For ECW: see Director  
|                                  | For Director: see Regional Director  
| 5. If you are still unhappy, please arrange a time to discuss the issue with the Regional Director. | 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director or representative. | |

Note: Parent(s) with a grievance about Preschool Policy should:
- arrange a meeting time with the Director to discuss your concern.
- allow reasonable time frame for issue to be addressed.
- if you are still unhappy arrange a time to resolve the issue with the Regional Director or representative.
How to get help with a concern or complaint

Classroom concern (Start here)

Contact teacher

Concern Resolved?

No

School wide concern (Start here)

Contact principal or director

Concern Resolved?

No

Contact your Regional office

Concern Resolved?

No

Contact Parent Complaint Unit

Step 1

Step 2

Step 3