



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.

CHILDREN With a grievance could	PARENT(S)/CAREGIVER with a grievance could	STAFF MEMBERS with a grievance could	FAMILY DAY CARE Children, families or staff with a grievance could
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Talk to the person or a staff member about the problem. 2. If issue is unresolved, speak to your parent(s)/caregivers. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant staff about the problem. 2. Please do not enter the preschool about a major grievance without prior arrangement. 3. Let the staff member know what you consider to be the issue. 4. Allow a reasonable timeframe for the issue to be addressed. 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. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved, speak to - <ul style="list-style-type: none"> • Your Line Manager • A nominated grievance contact <ul style="list-style-type: none"> - H&S Representative - Racist/Sexual harassment contact - Union Representative - PAC (where appropriate) <p><i>Ask their support in addressing the grievance by:</i></p> <ul style="list-style-type: none"> - speaking to the person involved on your behalf - monitoring the situation - investigating your concern - acting as a mediator 4. If the issue is not resolved within a reasonable time arrange a time to speak to the Regional Director or representative. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. If the grievance relates to the Kindergarten facility or equipment please address the issue with the Kindergarten Director. 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.

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

