Grievance Policy
Raising and Resolving Concerns

POLICY STATEMENT:

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

LEGISLATION:
- Child Care centre Regulations 1985 (SA)
- DECS Licensing & Standards
- Quality Improvement and Accreditation System

CHILDREN can expect
- a safe and caring environment
- A balanced curriculum
- 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.

Staff & Management
Can expect
- Support for Centre policies and procedures such as the Wellbeing policy, Health Policy.
- Parents to treat 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.
Grievance Policy
Raising and Resolving Concerns

**Process for Raising Concerns**

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

**The Usual Procedure to be followed:**

1. Make an appointment to talk to the person who knows about the situation,
   - The Staff Member
   - The Director
   - The Assistant Director
   - The Governing Council Member
   It will always help the situation if you are calm and honest in your approach.
   **You should not approach children directly.**

2. Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means they will be prepared and have all the necessary information. A time can be set up which suits you both. It may also be beneficial, and you are encouraged to, include the Director/Assistant Director in the meeting.

3. If at the end of this meeting the problem is still not resolved you may contact the district coordinator, (8256 8230). The district coordinator will need to be sure that attempts have been made to sort out the issue, using the process described above.