

ARDROSSAN AND DISTRICTS COMMUNITY KINDERGARTEN **GRIEVANCE AND MANAGING COMPLAINTS POLICY**

POLICY STATEMENT:

The Grievance and Managing Complaints Policy ensures that all persons are presented with procedures that:

- value the opportunity to be heard;
- promote conflict resolution;
- encourage the development of harmonious partnerships;
- ensure that conflicts and grievances are mediated fairly; and
- are transparent and equitable.

It is only natural that from time to time, parents, families or community members will have concerns about what happens at the Centre.

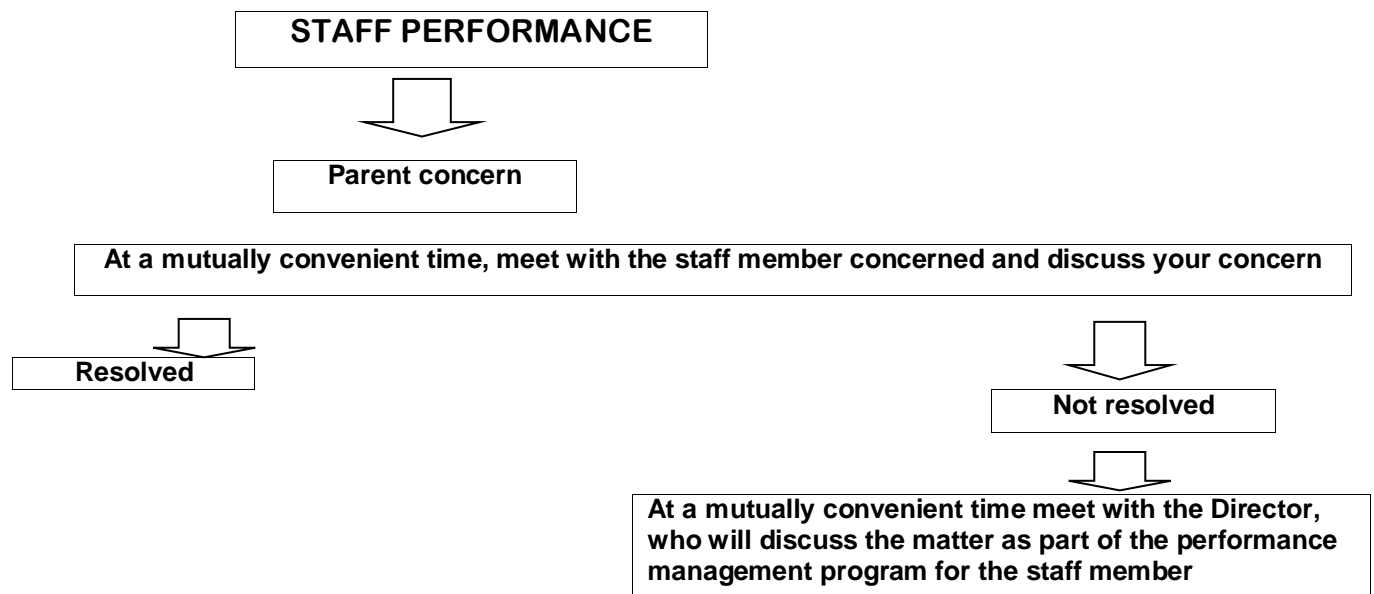
When this happens, Ardrossan and Districts Community Kindergarten recommends an appropriate way to satisfactorily have concerns heard and acted upon.

Open and amicable relationships give children, staff and families a chance of success and achievement.

Concerns may relate to staff performance, children, policies or the management of the Centre.

Under DECD guidelines, parent bodies such as Governing Council and Parent Participation Group are directed to refrain from discussing the performance of children and preschool staff and information discussed is kept confidential.

CONCERNS ARE TO BE ADDRESSED IN THE FOLLOWING WAYS:





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graph TD; A[DIRECTOR PERFORMANCE] --> B[Parent concern]; B --> C[At a mutually convenient time meet with the Director and discuss your concern]; C --> D[Resolved]; C --> E[Not Resolved]; E --> F["Put your concern in writing to be forwarded to the Kindergarten Governing Council to be discussed in confidence at the next meeting"]; F --> G["Contact the Education Complaints Unit."]; G --> H["Please note: you will be asked if you have approached the Centre Director regarding your concern and referred to them if a local resolution has not been sought."];
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DIRECTOR PERFORMANCE

Parent concern

At a mutually convenient time meet with the Director and discuss your concern

Resolved

Not Resolved

- ◆ Put your concern in writing to be forwarded to the Kindergarten Governing Council to be discussed in confidence at the next meeting
- ◆ Contact the Education Complaints Unit.
- ◆ Please note: you will be asked if you have approached the Centre Director regarding your concern and referred to them if a local resolution has not been sought.

PRESCHOOL POLICY

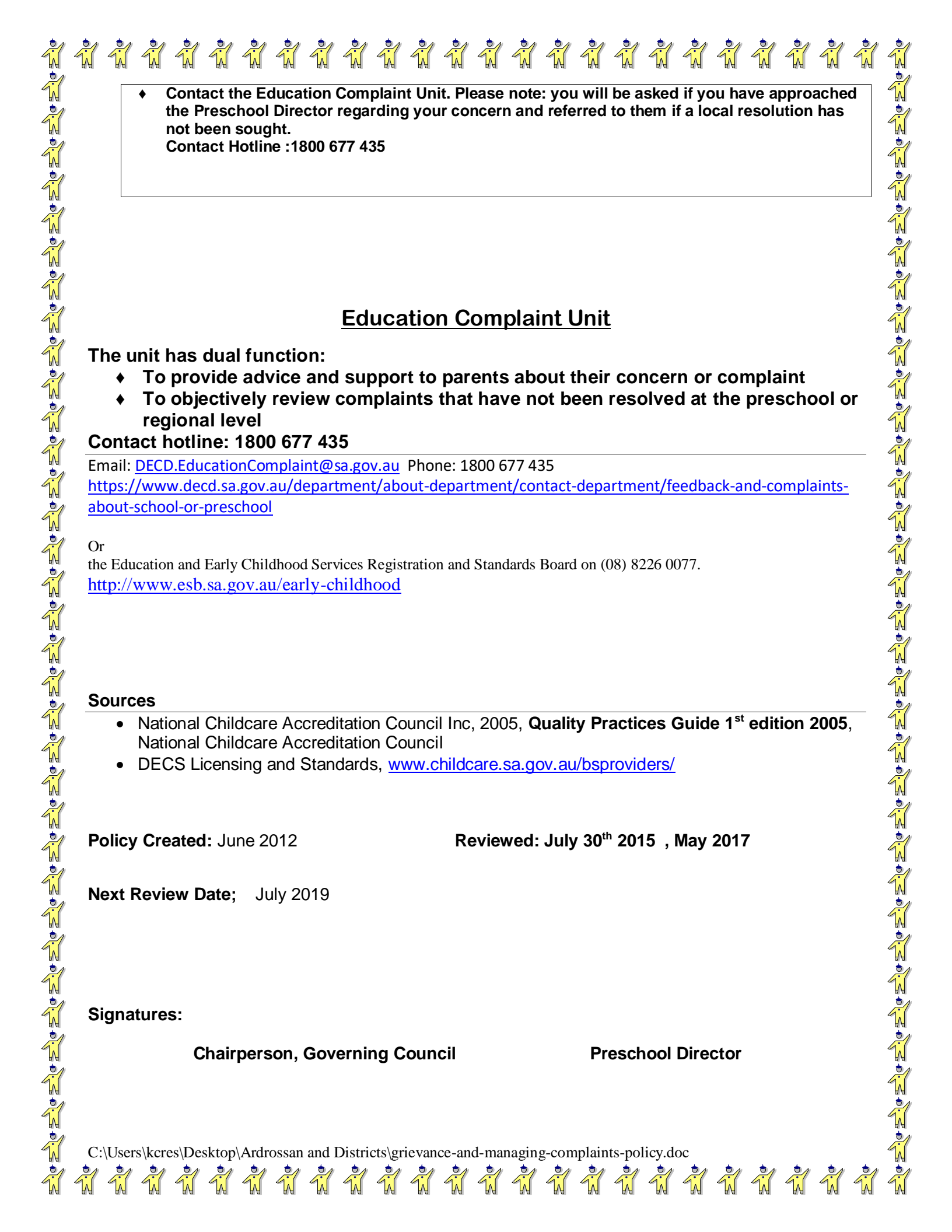
Parent concern

At a mutually convenient time discuss the concern with a Governing Council member and request that it be placed on the agenda for the next Governing Council meeting

At a mutually convenient time meet with the Director and discuss your concern (within 15 working days)

Resolved

Not Resolved

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- ◆ **Contact the Education Complaint Unit. Please note: you will be asked if you have approached the Preschool Director regarding your concern and referred to them if a local resolution has not been sought.**
Contact Hotline :1800 677 435

Education Complaint Unit

The unit has dual function:

- ◆ **To provide advice and support to parents about their concern or complaint**
- ◆ **To objectively review complaints that have not been resolved at the preschool or regional level**

Contact hotline: 1800 677 435

Email: DECD.EducationComplaint@sa.gov.au Phone: 1800 677 435

<https://www.decd.sa.gov.au/department/about-department/contact-department/feedback-and-complaints-about-school-or-preschool>

Or

the Education and Early Childhood Services Registration and Standards Board on (08) 8226 0077.

<http://www.esb.sa.gov.au/early-childhood>

Sources

- National Childcare Accreditation Council Inc, 2005, **Quality Practices Guide 1st edition 2005**, National Childcare Accreditation Council
- DECS Licensing and Standards, www.childcare.sa.gov.au/bsproviders/

Policy Created: June 2012

Reviewed: July 30th 2015 , May 2017

Next Review Date; July 2019

Signatures:

Chairperson, Governing Council

Preschool Director