SNOWTOWN KINDERGARTEN

Grievance Procedure

Policy Number 2

Link to National Quality Standards
7.5 – Grievances and complaints are managed effectively.
7.5.1 – Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
7.5.2 – The authority/ies responsible for administering the standard is/are notified of complaints which allege a breach of legislation or a serious incident.

Policy Statement
Parents are encouraged to follow the Grievance Procedure to resolve any concerns they may have and should feel comfortable in doing so. Any issues will be dealt with confidentially and should be resolved as quickly and effectively as possible.

Rationale
The views, suggestions and complaints of parents are important to the Centre as teaching and learning works best when there is a partnership between parents and the centre.

Strategies, Practices and Procedures

Grievance Procedure:

Parents should identify their concern or issue,

Speak to staff or person with whom they have an issue to arrange a mutually appropriate/convenient time to meet with this person. Out of kindy hours may be more convenient for staff.

Grievances should not be discussed in front of children or in public places. Inappropriate behaviour will result in police action.

Parents may be supported by a friend, family member or a representative of a support organisation.

A reasonable timeframe for the issue to be resolved should be allowed after the meeting.
If the issue is not resolved parents may meet with the Director, Management representative or the Regional Director.

Formal procedures will be documented and kept securely until resolved.

The Snowtown kindergarten website www.snowtownkgn.sa.edu.au has information explaining the grievance procedure and also provides for electronic submission of grievances.

Measuring Tools

Links to other Policies

Sources
- National Quality Standards 2011

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Approval Signatures