Parent Grievance Policy

Staff and Parents need to work together to develop a safe, and supportive learning and working environment, where everyone has the right to know that their concerns will be listened to and addressed with the aim of achieving a positive resolution.

We recognise that from time to time issues arise and concerns are expressed by parents in kindergartens and schools.

Examples include concerns about:

- The quality of the service
- The behaviour and decisions of a staff member
- A particular policy, procedure or practice

Principles of our Grievance Policy

- Everyone should be treated with respect and act in good faith, that an acceptable outcome will be achieved
- The grievance must be raised as soon as possible after the issue has arisen
- All parties will provide clear and accurate information regarding the issue. It is a good idea to write down key points
- Confidentiality must be observed. This means that the grievance is discussed only with those directly involved in the resolution process. This maintains trust between all parties. While, we understand that you may wish to seek support from friends or an advocate, it is important to do this wisely.
- Discussion of your concerns should not take place in front of children.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

PLEASE NOTE: All staff are bound by the Code of Ethics for South Australian Public Service. This requires staff to act impartially, fairly and equitably.

Procedure

STEP 1
A parent or caregiver with a grievance should approach the kindergarten first;

- Arrange a time to speak to the relevant teacher(s) about the problem. Please do not enter kindergarten about a major grievance without prior arrangement. An interpreter can be arranged if needed.
- Let the teacher know what you consider to be the issue.
- Allow a reasonable timeframe for the issue to be addressed.
- If the grievance is not addressed, arrange a time to speak with the Director. Ideally the grievance should be resolved within 15 days

STEP 2

- If your grievance is not resolved you may wish to then contact the WESTERN ADELAIDE regional office.
Phone 84167333. The regional office will then work with you and the kindergarten director to resolve the matter as soon as possible – within 20 working days.

**STEP 3**
If you are still not satisfied, contact the DECD Parent Complaint Unit on 1800677435 to discuss your concern or complaint.
The unit will:
- Provide advice about resolving issues.
- Assess your complaint
- Decide what action is needed
- Let you know what has been done and when you can expect to hear an outcome.

Approved by Management Committee May 2012