

GRIEVANCES POLICY (Families)

Feedback from families, educators, staff and the wider community is fundamental in creating Highland Grove Preschool's high standard of care. It is foreseeable that feedback will include divergent views, which may result in complaints. This Policy details our procedures for receiving and managing informal and formal complaints. Parents can lodge a grievance with management in the understanding that it will be managed conscientiously and confidentially.

PURPOSE

We aim to investigate all complaints and grievances with a high standard of equity and fairness.

SCOPE

This policy applies to children, families, staff, management and visitors of the Service.

In the event of a complaint, notification will be made to the nominated supervisor (Kylie Wade) as soon as possible.

The Educators will:

- Listen to the family's view of what has happened.
- Maintain confidentiality at all times.
- Clarify and confirm the grievance, documenting all the facts prior to further investigation.
- Encourage and support the family to seek a balanced understanding of the issue.

The Approved Provider/ Nominated Supervisor will:

- Treat all grievances seriously, fairly and as a priority
- Ensure grievances remain confidential
- Discuss the issue and possible resolutions with the complainant within 24 hours of receiving complaint
- Investigate and document the grievance fairly and impartially by reviewing and discussing the circumstances and facts of the complaint (or breach) and inviting all affected parties to provide information and respond where appropriate and pertinent.
- Record the meeting, confirming the details with the family at the end of the meeting.
- Advise the complainant and all affected parties of the outcome within 7 working days of receiving the verbal or written complaint.
- Keep appropriate records of the investigation and outcome, storing those records in accordance with our Privacy and Confidentiality Policy and Record Keeping and Retention Policy.
- Monitor ongoing behaviour and provide support as required.
- Track complaints to identify recurring issues within the Service.
- Implement immediate and appropriate steps to prevent the grievance from recurring.
- Inform the family that if they are not satisfied with any decision relating to the grievance procedure that they should consult with our external body, Department of Education and Communities, for advice.
- Notify the Department of Education and Communities within 24 hours if a complaint alleges the safety, health or wellbeing of a child is being compromised.

Families will:

- Be informed of our duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures. The grievance procedure for families ensures fair opportunity for all stakeholders to be heard and promotes effective conflict resolution within our Service.
- Communicate (preferably in writing) any concerns they may have.
- Maintain confidentiality at all times.
- At no time should parents or guardian use social media to air any concerns or grievances. Rather, it is imperative that the procedure above is followed.

Reviewed: 14/2/20

Source: Education and Care Services National Regulation
National Quality Standard/ ACECQA
Human Rights and Equal Opportunities Commission