



SECTION 2 MANAGEMENT POLICIES

2.6 Grievance Procedure for Parents/ Guardians Policy

Introduction:

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 as effectively as possible.

Aim:

1. To ensure that parents are provided with the opportunity and means to raise grievances about any aspect of the Centre, including staff members.

Procedure:

1. In the first instance any parent with a concern or grievance should consult with the Team Leader of the room **or** the Director/Assistant Director about that grievance.

2. Complaints alleging that the safety, health or wellbeing of a child was or is being compromised require notification to ACECQA as well as the below procedures. Download a NL01 form (Notification of complaints, Incidents and additional children in an emergency form) from www.acecqa.gov.au. Click on the Educators and Providers tab, click on application and notification forms and print form. Follow directions on form to fill out and then fax to South Australia Education and Early Childhood Services Registration and Standards Board of South Australia, Fax (08) 8226 1815. (See form attached)

3. If there is no satisfactory resolution obtained, Parents should submit a written statement outlining the grievance and address it to Director/Assistant Director.

4. On receipt of this statement, the Director/Assistant Director will interview the parent either in person or by phone to discuss the grievance within 7 days. If meeting in person, parents may be supported by a friend, family member or a representative of a support organization.

5. The Director/Assistant Director will then meet with the team leader and educator (if relevant) to discuss the grievance and recommend any necessary action.

6. The Director/Assistant Director will advise the parent and all concerned parties of the recommendations within 15 working days from the receipt of the statement of grievance.

7. If the issue is not resolved, the Director may re-direct the parent to an appropriate agency (if relevant).

8. Formal procedures will be documented throughout and confidentiality maintained at all times.

10. If the parent/guardian still feels that the matter is not resolved then they have the right to write to the South Australian Education and Early Childhood Services Registration and Standards Board of South Australia. Email: nationalqualityframework@sa.gov.au. Phone: 1800 882 413 (toll free), Website: www.decs.sa.gov.au/childrensservices/

10. Educators should direct and refer parents to Centre policies wherever necessary to support any decisions or recommendations.

Relates to Quality Area 7: Leadership and Service Management, standard 7.3. National Regulations 168-172