



Blackwood Kindergarten Grievance Policy

PURPOSE

This document provides information about avenues of communication which strengthen the partnership between parents and the kindergarten, This set of procedures is to be followed if a parent/caregiver or staff member wishes to raise a concern which needs to be resolved. Concerns may relate to:

- Children's behaviour and management
- Kindergarten policies
- Children's progress, development and reporting
- Other related kindergarten issues
- Adult's behaviour

CONTEXT

Good relationships between home and kindergarten are critical in ensuring our children reach their full potential.

Our learning and teaching programs are underpinned by our commitment to the following principles:

- Equity and access for all students
- Staff value positive relationships with parents/caregivers and children
- Constant focus on quality and standards
- Accountability

SCOPE

Parents, staff, volunteers and contractors attending our centre can appropriately and informally raise concerns in order to improve or change a situation. Anyone may appropriately raise a complaint which is an expression of grievance or resentment seeking redress or justice.

Where there are Legislated requirements for matters such as misconduct, OHSW issues, Health support planning, Governing Council decisions and functions, allegations about criminal matters, child protection, corruption, staff grievance etc, they will be dealt with by the appropriate procedures.

This Grievance Policy follows the guidelines of the DECD Parent Complaints Policy and Procedure

OBJECTIVES

To maintain positive relationships between home and kindergarten, and between staff, and to make sure that issues are resolved to the satisfaction of all concerned in a respectful, transparent and responsive way.

PROCEDURE DETAILS

GUIDELINES FOR RESOLUTION OF CONCERNS

1. Initially, arrange to talk to the person (Sue, Deb, Cathy or Leanne, or Cheryl at Playgroup) who knows about the situation. Depending on the nature or confidentiality requirements of your concerns you will need to ensure that the staff member is free to give their undivided attention to your discussion. You or the staff member may suggest making a time e.g. after the session, when you can speak privately and without interruption.
2. If, after your discussion you do not believe that the issue has been resolved, make an appointment to speak to the Director Sue Caldicott.
3. Results of this meeting may include the following;
 - the situation is resolved
 - further discussions are held with the people involved
 - outside support for the child/family may be sought
 - your suggestions for a change to centre policy may be brought to the Governing Council for broader debate.
4. If at any stage through this process there is value in organizing a follow up meeting to share successes or ongoing concerns, we urge you to do so. If the kindergarten does not receive further information, it is reasonable to assume that the issue has been resolved.
5. If after steps 1-4 have been followed you are still dissatisfied, approach a DECD Early Childhood Leader Julie Offord or Regional Director Richard Costi from Mt Barker Office. (see below for contact details) who will try to resolve the situation further. The expectation of Mt Barker Office staff will be that the above steps have been followed.

Mediators are available in some communities to assist in the resolution of some concerns, such as counsellors or social workers.

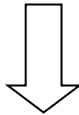
Advocate support might be enlisted in specific areas about particular concerns, such as children with disabilities.

Support people at times may be enlisted to assist in the resolution of concerns or to debrief with the person or attend meetings with another person.

Interpreters can be sourced to assist with communication for families with a language other than English or for the Hearing Impaired

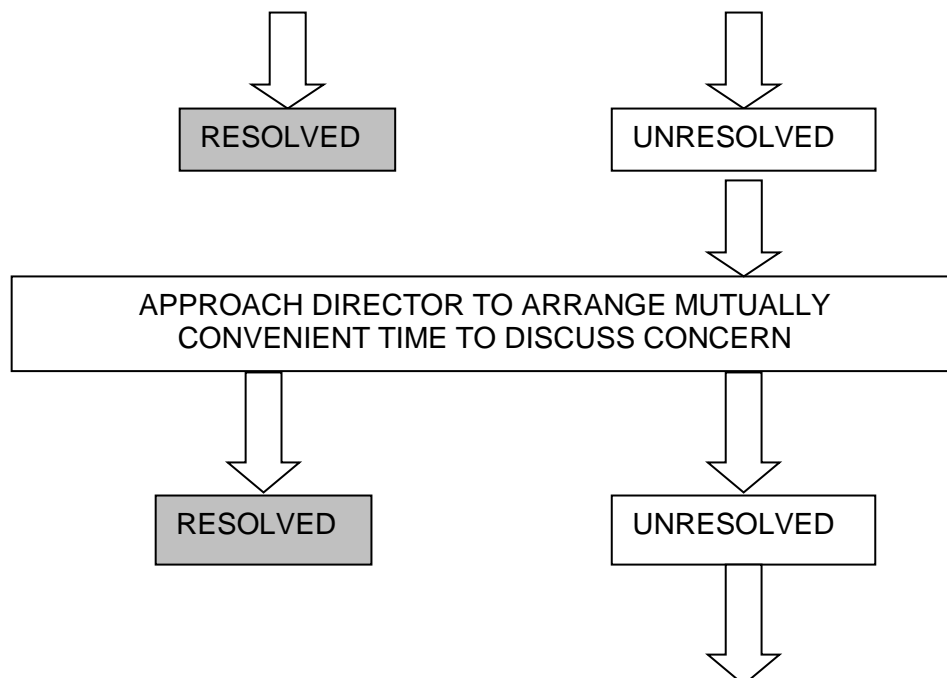
We recognise that positive outcomes can result from resolving grievance.

- *The grievance should be treated confidentially and privately
- *Should be dealt with within 14 days
- *The other person's perception should be valued
- *Both should have a say
- *Active listening needs to take place
- *Aim to resolve the issues
- *Use negotiation
- *Be assertive
- *Be honest
- *Use the *I feel...when you....* statement
- *Focus on behaviours
- *Both parties should feel safe to do this



PARENT/ CAREGIVER/STAFF MEMBER RAISES CONCERNS IN A RESPECTFUL WAY

AT A MUTUALLY CONVENIENT TIME MEET WITH APPROPRIATE STAFF MEMBER TO DISCUSS CONCERN



CONTACT DECD Parent Complaint Unit for advice and support.

A free Hotline Service has been established for parents on
1800 677 435

DECD.ParentComplaint@sa.gov.au

http://www.dso.sa.edu.au/pcb_form.htm

Any concerns regarding children's health, safety or welfare contact Education and Early Childhood Services Registration and Standards Board of SA. Ph. 1800882413

STAFF... CONTACT RICHARD COSTI or JULIE OFFORD
MT BARKER OFFICE PH 83914705 TO DISCUSS UNRESOLVED CONCERNS

ROLES & EXPECTATIONS

Parents can expect:

- A safe learning environment
- Broad, balanced & developmentally appropriate curriculum
- Information about the curriculum & children's learning
- Information about kindergarten policies & procedures
- Opportunities to put forward their point of view & express concerns
- To be treated fairly & equitably & to be listened to
- Opportunities to be involved & to participate in activities of the Kindergarten
- Confidentiality will be maintained
- Resolution of concerns

Staff and Governing Council expect

- Confidentiality will be maintained
- Support for kindergarten policies & procedures such as, Behaviour Management, Sun Protection
- Parents to treat staff with respect & listen to their point of view
- Concerns will be raised at the kindergarten first, through the agreed channels including the kindergarten's documented "Grievance Policy."
- Resolutions supported by all parties

CONFIDENTIALITY STATEMENT

- It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.
- When the matter is discussed in the child's hearing, it is important that the child understands that you expect that the issue will be resolved at the kindergarten level. Criticism of the kindergarten or staff does not support the child's education, as it undermines trust & confidence.

Similarly, the staff are expected to keep confidential any concerns that have been raised and must not discuss the issue/s in front of children and other parents, although Governing Council may need to address the issue confidentially. Staff would also expect the matters to be resolved appropriately with parents and caregivers.

MONITORING, EVALUATION AND REVIEW

This Policy has been ratified by Blackwood Kindergarten Governing Council

Signed Chairperson

Director

Date

This Policy will be reviewed by Governing Council

Date 10/2016

Associated Documents DECD Parent Complaints Policy, HR17 Complaint resolution for employees 2000, Education and Early Childhood Services Registration and standards Act 2011