

Grievance Policy and Procedure

Quality Area 6 Collaborative Partnerships with families and communities

Standard 6.1 Respectful relationships with families are developed and maintained and families are supported in their parenting role

Standard 6.1.3 Current information is available to families about the service and relevant community services and resources to support parenting and family wellbeing.

Aim

It is important to solve grievances in order to keep the lines of communication open and to meet the needs of all families. Families are encouraged to discuss grievances in person and in writing with their child's educator or with the Director. All suggestions are taken seriously, considered and discussed amongst the staff and management where necessary. All grievances will be tracked and analysed to help improve systems, procedures and policies within the Centre.

- Educators will discuss any grievance they have with the Director who will provide advice and support.
- Educators and Management will deal with grievances in a professional manner by educators and management.
- We will use and encourage open and professional communication.
- All parties involved will be kept informed as the process or resolution is achieved.
- All grievances will be handled in a timely manner.
- Educators will listen and give their undivided attention to a parent or another educator. A meeting time will be made if necessary to ensure that the educator can give their full attention.
- Educators will attempt to reach a satisfactory outcome with all persons involved.
- The privacy of all parties involved will be respected.
- Grievances will be documented by the educator and filed.
- DEECD need to be informed in writing of any serious grievances along with strategies that have been put in place to overcome the problem within one week after the complaint is made.
- Any person using obscene language or who becomes aggressive or violent will be asked to leave. If they refuse to leave, the police will be called.
- If educators are unable to solve the grievance-, the matter will be handed over to the Director.

This policy is written in conjunction with the Code of Ethics- Early Childhood Australia. The Department of Education and Early Childhood Development will be notified by the Director within 24 hours if a complaint is received in regards to children's health, safety or well being or in breach of the Children Services Act or Regulations.

The Department of Education and Training at:

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Location: 5A Little Ryrie Street, Geelong, Victoria 3220

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Sources

Education and Care Services National Regulations 2011
National Quality Framework
National Quality Standard
Victorian Early Years Learning Framework

Policy Reviewed	Modifications	Next Review Date
January 2018	Updated the National Quality Standards references to comply with revised standards.	January 2019