Grievance Policy

Quality Area 6: Collaborative partnerships with families and communities.

Standard 6.1: Respectful supportive relationships with families are developed and maintained.
Standard 6.2: Families are supported in their parenting role and their values and beliefs about child rearing are respected.
Standard 6.3: The service collaborates with other organisations and service providers to enhance children’s learning and wellbeing.

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 Nominated Supervisor. A suggestion box is located on top of the bench closest to the sink. 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 Service.

- Educators will discuss any grievance they have with the Nominated Supervisor who will provide advice and support
- Grievances are to be dealt with in a professional manner by Educators and Management
- The Grievance Procedure will be explained to all parties and a copy of the procedure will be made available at the initial meeting.
- Open and professional communication will be used and encouraged
- 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
- All staff members are to be mindful of and exercise their professional commitment to the Service by fulfilling the expectations of the ECA Code of Ethics.
- Grievances will be documented by the Educator and filed
- Department of Education and Communities 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 Nominated Supervisor as per the Grievance Procedure

- Discussions and information concerning the grievance must be treated confidentially by any staff involved in the grievance process. However, if it is considered that there may be a possibility of disciplinary action, criminal investigation, a person’s / child's safety is endangered, or the reputation of the Service is at stake, the matter must be referred to the Licensee or Governing bodies

- The Nominated Supervisor will establish unbiased centre policies to reduce any potential power inequities between families and the service and guarantee they will not be treated unfairly nor that care will be withheld if they raise a concern, grievance or complaint.

This policy is written in conjunction with the Code of Ethics- Early Childhood Australia, Education and Care Services National Regulations, National Quality Standard

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Director

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