



GRIEVANCE POLICY – PARENTS

Considerations:

Philosophy:	The right to expect and receive quality care in a harmonious atmosphere Warm and positive environment Open communication with parents
Legislation:	Requirements under Commonwealth Department Operational guidelines and the Quality Improvement and Accreditation System.
Children's needs:	A safe, harmonious and caring environment; role models for interactions.
Parents needs:	Ability to express concerns in a positive and confidential manner with no fear of recrimination.
Staff needs:	Open communications with parents, positive outcomes to parent concerns.
Management needs:	Effective grievance policy in place in order to make informed decisions. To deal with grievance in a positive manner. To address all grievances immediately.

POLICY STATEMENT:

Children First Learning Centres fosters positive relations between all management, parents and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day-to-day well being of the centre in a fair, prompt and positive manner.

HOW POLICY WILL BE IMPLEMENTED:

- Every parent is provided with clear written guidelines detailing grievance procedures.
- All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.
- Where possible, parent names will remain confidential. The option to remain anonymous will be at the discretion of each parent.

PROCEDURES:

Refer to "*Grievance Procedures - Parents*".

Grievance Procedure - Parents

A grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When the persons directly involved cannot resolve grievances informally, a formal grievance process is implemented.

Not all disputes can be handled in one particular format and judgement needs to be made on what particular style is appropriate to suit each individual dispute.

PROCEDURE FOR DEALING WITH PARENT/STAFF CONFLICT:

- The parent should discuss the problem with the relevant staff member concerned.
- If the parent still feels further action is necessary after discussion with the relevant staff member they should take the matter up with the Room Leader.
- If the parent is still unhappy, or the initial complaint is with the Room Leader, the Room Leader can offer to take the matter to the Centre Manager.

PROCEDURE FOR DEALING WITH PARENT/MANAGEMENT CONFLICT:

- The parent can make an appointment to discuss the matter with the Centre Manager / Operations Manager / Licensee.

PARENT GRIEVANCE REPORT

Parents should read the grievance policy and follow the recommended steps. Where these options are not effective/available, (ie. unable to speak to staff or management, no time) this report can be completed

Parent Name: _____ Date: _____

Details of the issue (be concise)

How often does this issue occur? (Eg. once/ daily/ weekly/monthly)

What staff are involved?

What action has been taken to date?

What agreements/resolutions have been reached?

Do you have a suggested resolution for this matter?

You may be contacted by phone or letter, or asked to make an appointment to assist in the resolution of the matter.

Signature: _____ Date: _____