

## PARENT GRIEVANCE POLICY

The Management Committee recognises that, from time to time, parents may have a concern, issue or grievance regarding some aspect of Unley Community Childcare Centre. Communication is paramount to a successful relationship between families and Unley Community Childcare Centre, therefore it is important to resolve any issue in a fair, prompt, positive and communicative manner.

The Parent Grievance Policy ensures that all persons are presented with procedures that:

- Value the opportunity to be heard;
- Promote conflict resolution;
- Encourage the development of harmonious relationships;
- Ensure that conflicts and grievances are mediated fairly; and
- Are transparent and equitable.

### STRATEGY

The following steps are to be taken should a grievance arise:

1. Unley Community Childcare Centre encourages parents to discuss any room/child related issue with the room leader or a qualified educator in the child's relevant room. The Committee recognises that some discussions are confidential therefore prior arrangements need to be made to discuss the issue with educators without children present.
2. If Step 1 is not possible or appropriate, or the grievance involves centre issues outside of that room/child (i.e. management issues), then the issue is to be discussed with the director either in person, by email or by telephone. Prior arrangement may need to be made for this discussion to ensure privacy is maintained.
3. If the issue is unable to be resolved at this level, a family grievance report should be completed;
  - If the grievance concerns an employee or family the director or assistant director will meet with the individual(s) with whom the grievance is directed at. If the grievance is not resolved it will be escalated to the management committee.
  - If the grievance concerns centre operations the grievance will be addressed by the director, assistant director, and management committee.
  - If the grievance concerns the centre director or assistant director, the grievance will be escalated to the management committee immediately
  - If the grievance concerns a member of the management committee the grievance will be addressed by the director, assistant director and uninformed members of management
4. If the issue is unable to be resolved at this level, the issue should be raised **in writing** with either the chairperson or an executive member of the committee.

The committee will discuss the issue at the next committee meeting and come to a resolution by recommending any necessary actions. The aggrieved party and all other parties involved in the process will be advised in writing of the management committee's decision within 7 working days of that decision.

5. Should the issue still not be resolved to the parent's satisfaction, the grievance can be taken to DECD (Department for Education and Child Development).

The centre director, assistant director and/or management committee must record the steps taken and outcome of the grievance for future reference. The steps taken/outcome should be attached to a copy of the family grievance report which should be filed in the parent grievance register.

The aggrieved party may have a support person present at any stage of the process.

The confidentiality of all parties to the process will be maintained within the structure of the grievance procedure.

At any stage of the grievance process, the parent has the right to withdraw any such grievance.

#### **Sources**

Education and Care Services National Regulations 2011  
Management Committee  
National Quality Standard, ACECQA  
Network SA

#### **Links to:**

Parent Handbook

#### **Related policies**

Communication Policy  
Employee Disciplinary Policy  
Privacy and Confidentiality Policy

#### **NQS**

QA6	6.1	Respectful relations with families are developed and maintained and families are supported in their parenting role
QA7	7.1.3	Roles and responsibilities are clearly defined, and understood, and support effective decision-making and operation of the service.

#### **National Regulations**

Regs	168	Policies and procedures
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**Date Reviewed:** September 2021

**Next Review Date:** September 2022

Revision Date	Summary of changes
17/09/21	<ul style="list-style-type: none"><li>- Created a family grievance report</li><li>- Amended policy to have options for how to report a grievance about employee/family/director/assistant director/management committee</li><li>- Added quality area</li></ul>