McARTHUR PARK KINDERGARTEN

GRIEVANCE COMPLAINTS MANAGEMENT POLICY

POLICY STATEMENT

The service’s Grievances and Complaints Management policy values
- Procedural fairness and natural justice
- Code of ethics and conduct
- A service environment free from discrimination and harassment
- Easy to understand policies and procedures
- Avenues for recourse and further investigation

The Grievances and Complaints Management Policy ensures that all persons are presented with procedures that:
- Value the opportunity to be heard
- Promote conflict resolution
- Encourage the development of harmonious partnerships
- Ensure that conflicts and grievances are mediated fairly
- Are transparent and equitable

McArthur Park Kindergarten has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures.

In meeting our duty of care the Kindergarten Staff and Governing Council agree to implement and endorse the service’s ‘Grievances and Complaints Management Policy’.

The Occupation Health and Safety Act states that employers have a duty of care to their employees to ensure that the working environment supports emotional and mental wellbeing.

RATIONALE

The McArthur Park Kindergarten has endorsed this policy and believe it is important to everyone involved in the service because everyone has the right to be heard fairly and their privacy and confidentiality upheld.

Procedural Fairness and Natural Justice

The three core principles of Natural Justice or Procedural Fairness are:
- The right to be heard fairly
- The right to an unbiased decision maker
- The right to have the decision based on relevant evidence

STRATEGIES TO RESOLVE GRIEVANCES AND COMPLAINTS

Privacy and Confidentiality

Confidentiality should be observed at all times by both parties.

Arrange to speak with a staff member of the service or the director of the kindergarten. Make an appointment so that you can talk in private and so the staff member will be free from duties so they can give you full attention.
Conflict of Interest

Please raise the matter with the staff members first either via the telephone or in person. Remembering that you have one side of an issue and others may have another side.

If you do not feel like you can talk to staff members please contact the Regional Assistant Director, Chris Sheldon or Early Years Consultant, Petra Passon at the Department for Education and Child Development Limestone Coast Regional Office on 87245300.

GRIEVANCES AND COMPLAINTS MANAGEMENT PROCEDURE

Notification

If a parent or caregiver has a complaint or concerns about how the centre is operating the Governing Council is responsible for centre policy, service and provision, BUT not staffing or staff performance. If you have such concerns you can:

- Raise the matter with the director via the telephone or in person
- Put concerns in writing addressed to The Secretary, McArthur Park Kindergarten Governing Council PO Box 687, MILLICENT 5280. Your letter should be received two weeks before Governing Council meeting. Anonymous letters will not be accepted by the committee.
- All parents and caregivers are welcome to attend Governing Council Meetings. Please notify the secretary so your issue is placed on the agenda.

There are policies and procedures in place to protect children in care. All staff members are mandatory reporters and staff is required by law (Child Protection act 1993) to report all suspicions of child abuse to the Child Abuse report line. Staff members regularly monitor the quality of care and safety of children. If you like more information about Child Protection you can speak to a staff member.

If parents or caregivers have a concern or complaint about a particular staff member you should first try and talk with the staff member in question so meeting between all parties can be arranged. If you do not feel comfortable talking with staff member contact one of the other members of staff to arrange a meeting time. If you feel the matter is not resolved after those steps you can contact the Regional Assistant Director, Chris Sheldon or Early Years Consultant for the Limestone Coast area, Petra Passon, on 87245300 who will assist.

Policy Review

- The service will review the Grievances and Complaints policy and Procedures every 12 months.
- Families are encouraged to collaborate with the service to review the policy and procedures
- Staff members are essential stakeholders in the policy review process and will be encouraged to be actively involved.

Sources
Age Discrimination Act 2004(Cwlth)
Disability Discrimination Act 1992(Cwlth)
Human rights and Equal Opportunity Commission Act 1986 (Cwlth)
Occupational Health Safety Act
Privacy Act 1988 (Cwlth)
Racial Discrimination Act 1975 (Cwlth)
Sex Discrimination Act 1984 (Cwlth)
National Childcare Accreditation Council templates

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