

Concerns & Complaints Procedure



Preamble

A grievance occurs when a person feels belittled, embarrassed, harassed or ill-treated by another person or group of people. A grievance may also arise about kindergarten procedure or staff performance. Grievances in a kindergarten community (students, staff, parents, volunteers, Governing Council, and community organisations) are bound to happen from time to time. These grievances need to be managed with respect, sensitivity and support for all involved.

Grievance Procedures

1. Take time to cool off.
2. Read ***Parent guide to raising a concern or complaint*** pamphlet available at the kindy or on the DFE website
3. Assert your concern or complaint at a mutually agreed time and place with the person involved. You may agree/want to have an advocate present.
4. If still unresolved to your satisfaction, take the issue to a relevant person or group.

Relevant Personnel for Step 4

Staff member

Director

Governing Council Chair (if you think they can help)

DFE Education Complaint Unit 1800 677435

Considerations

Those involved with the grievance, whether directly involved or being used for support, need to maintain confidentiality throughout the process.

When working through the grievance, all involved need to be respectful of each other. No other grievance should be caused by working through the process.

If a resolution is reached, but either of the parties is dissatisfied, the Director needs to be consulted.

Dissatisfaction with the Director necessitates consultation with the Education Director.

However resolution at a site level should always be attempted with Director involvement first.

The director will document and record all complaints and the actions taken to resolve them.

The ***Parent guide to raising a concern or complaint*** pamphlet will be included in the enrolment pack.

