

## GRIEVANCE PROCEDURE

Principle of our policy:

- Everyone should be treated with respect.
- Meeting to discuss grievances will be suspended if any person(s) behave in an insulting offensive manner.

<b>CHILDREN</b> with a grievance could	<b>PARENT(S)/CAREGIVERS</b> with a grievance could	<b>TEACHERS</b> with a grievance could
<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Talk to the person about the problem.</li> <li>2. Talk to a teacher about the problem.</li> <li>3. If you feel uncomfortable, speak to someone 'who you feel comfortable with'</li> <li>4. If issue is unresolved, speak to your parent(s) or caregiver.</li> </ol>	<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Arrange a time to speak to the relevant teacher about the problem.</li> <li>2. Please do not enter Kindergarten building or office about a major grievance without prior arrangements.</li> <li>3. Let the teacher know what you consider to be the issue.</li> <li>4. Allow reasonable time frame for the issue to be addressed.</li> <li>5. If the grievance is not addressed arrange a time to speak to the Director.</li> <li>6. If you are still unhappy, please arrange a time to discuss the issue with the Education Director.</li> </ol>	<p><b>STEPS:-</b></p> <ol style="list-style-type: none"> <li>1. Arrange time to speak to the person concerned.</li> <li>2. Allow reasonable time for the issue to be addressed.</li> <li>3. If the grievance is not resolved speak to your Director/Line Manager, or a nominated grievance               <ul style="list-style-type: none"> <li>- H&amp;S Rep</li> <li>- Sexual / Racist harassment contact</li> <li>- Union Rep</li> </ul>               Ask for their support in addressing the grievance by               <ul style="list-style-type: none"> <li>*speaking to the person involved on your behalf</li> <li>*monitoring the situation</li> <li>*investigating your concern</li> <li>*acting as mediator</li> </ul> </li> <li>4. If the issue is not resolved within a reasonable time arrange a time to meet with the Education Director.</li> </ol>

**PLEASE NOTE:** Parents with a grievance about the Policy should:

- arrange a meeting with the Director to discuss your concerns.
- allow reasonable time frame for issues to be addressed.
- if you are still unhappy arrange a time to speak with the Education Director about the issues