



PORT PIRIE COMMUNITY KINDERGARTEN

5 Halliday Street
Port Pirie SA 5540
Phone: (08) 8632 1291
Fax: (08) 8633 2549

Email: kindy.director@ptpiriekg.n.sa.edu.au

GRIEVANCE PROCEDURE POLICY

At Port Pirie Community Kindergarten we promote open communication and believe that we provide a welcoming, supportive & safe place for children, parents and staff. We aim to build positive, open relationships between all members of our preschool community.

However, in the event of a grievance, the following guidelines must be used.

For further details refer to the Department's documents: - "Grievance Procedures for Employees" & "Grievance Resolution Policy" (located on DECD website)

PRINCIPLES OF OUR POLICY:-

- Everyone deserves to be treated with respect
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

CHILDREN With a grievance should	PARENTS/CARERS With a grievance should	STAFF With a grievance should
1. Children are encouraged to say "Stop it, I don't like that" and talk to the person about the problem. 2. Seek help from a staff member to talk to the person about the problem or talk to their parent/carer. 3. Staff will use protective behaviour strategies to teach the children to use assertive language and express their feelings	1. Arrange time to speak to the relevant staff member about the problem. 2. Allow a reasonable time frame for the issue to be addressed. 3. If the grievance is not addressed satisfactorily, arrange a time to speak with the Director about the situation. 4. If your grievance is still not resolved, arrange a time to discuss the situation with the Regional Director or a Representative at the District Office.	1. Arrange a time to speak to the person concerned 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not resolved speak to : <ul style="list-style-type: none"> ➤ Director ➤ OHS&W rep ➤ Union Rep ➤ Other in DECD Ask for their support in addressing the grievance by: <ul style="list-style-type: none"> * Accompanying you to speak to the person * Monitoring the situation * investigating your concern * acting as a mediator 4. If the issue is not resolved within a reasonable time, arrange time to speak to the Regional Director or representative.

Review dates :- (policy will be reviewed annually)

13/05/2002 16/09/2004 26/05/2005 4/03/07 01/04/08 13/02/09 5/3/2010 25/3/2011 25/5/2012