

Good relationships within the Kindergarten community give children a greater chance of success. However in the event of a grievance, the following guidelines may be used.

Principles of our procedure:

- Everyone should 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	PARENT(S)/CAREGIVER with a grievance should	STAFF with a grievance should
<p>STEPS:-</p> <p>Talk to the person about the problem.</p> <p>↓</p> <p>Talk to an educator about the problem.</p> <p>↓</p> <p>If you feel uncomfortable, speak to someone, 'who you feel comfortable with.'</p> <p>↓</p> <p>If issue is unresolved speak to your parent(s)/caregivers.</p>	<p>STEPS:-</p> <p>Identify the conflict or concern</p> <p>↓</p> <p>Tell staff or person you have a concern (Do not detail concern in front of children).</p> <p>↓</p> <p>Arrange time for a meeting to discuss concern.</p> <p>↓</p> <p>Address and resolve concern</p> <p>↓</p> <p>Concern taken to Director or Governing Council</p> <p>↓</p> <p>Formal Complaint taken to the Parent Complaint Unit</p>	<p>STEPS:-</p> <p>Identify the conflict or concern</p> <p>↓</p> <p>Tell staff or person you have a concern (Do not detail concern in front of children).</p> <p>↓</p> <p>Arrange time for a meeting to discuss concern.</p> <p>↓</p> <p>Address and resolve concern</p> <p>↓</p> <p>Concern taken to Director or Governing Council</p> <p>↓</p> <p>Formal Complaint taken to the Complaint Unit</p>

Stage One:

- Identify the concern
- Grievances should not be discussed in front of children.
- Speak to staff or person with whom there is a concern to arrange a mutually appropriate/convenient time to meet.
- Out of centre hours may be more convenient, as staff can give you their undivided attention. If you are still unhappy, make a time to speak to the Director. Persons may be supported by a friend, family member or a representative of a support organisation.
- A reasonable time frame for the concern to be resolved should be allowed after the meeting.
- If the concern is not resolved, parents/carers/staff may contact the Director and/or Governing Council.

Stage Two:

- If no resolution is found, contact the DECD Complaint Unit. Phone: 1800 677 435 (free call from landline, mobile charges as usual or www.decd.sa.gov.au/parentcomplaint)