

Grievance Procedure

Definition

A grievance can be defined as

- A complaint
- A protest
- An objection
- A gripe
- An issue
- A conflict

This can be in relation to

- Something that has happened at the centre
- Something that has happened to your child
- Something that has happened to you at the Centre
- Something that has been said to you at the Centre
- Something that has been said to you outside the Centre that relates to the Centre

GOOD RELATIONSHIPS WITHIN THE CENTRE GIVES CHILDREN A GREATER CHANCE OF SUCCESS. HOWEVER IN THE EVENT OF AN ISSUE, THE FOLLOWING GUIDELINES MAY BE USED.

Grievance Procedure

- Parents are asked to speak to the relevant staff person.
- Let the staff member know what you consider to be unjust or unfair action.
- Allow a reasonable time frame for the issue to be addressed.
- If the grievance is not addressed, arrange a time to speak to the Director.
- If you are still unhappy, please arrange a time to resolve the issue with the Regional Director.

Grievance Resolution Procedure

CONFLICT

SPEAK TO RELEVANT STAFF PERSON
ARRANGE TIME FOR A DISCUSSION

MEETING TIME SET
FOLLOW PROCEDURE

NOT RESOLVED

RESOLVED

TERMINATE DISCUSSION
WALK AWAY
SEE DIRECTOR

NOT RESOLVED

RESOLVED

CONTACT REGIONAL OFFICE