

RAISING CONCERNS GRIEVANCE POLICY AND PROCEDURES

POLICY STATEMENT

The Kathleen Mellor Kindergarten fosters positive relations between all parents, staff and Governing Council members. Every parent has the right to a positive and sympathetic response to his or her concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day well being of the Kindergarten in a fair, prompt and positive manner.

The following principles should encourage positive outcomes when parents and/or staff have queries or concerns.

- Courtesy between parents and staff helps build good relationships and encourage positive outcomes.
- Staff, parents and children should feel safe and secure in the preschool environment with out fear of harassment in any form.
- Parents have a right to discuss their child's progress with their teachers and to raise concerns. They should be encouraged to do this at an early stage.
- Teachers' main concern and daily focus is to be directed at interacting and teaching children and in maintaining the educational program.
- Parents are encouraged to discuss any educational matters/concerns. This may include relationships, behavior, grounds/facilities or curriculum areas.
- Any grievance that a parent has with a child who is not their child needs to refer to a staff member. It is not appropriate for a parent to deal directly with that child.

Procedures for dealing with concerns

1. The parent should discuss the problem with the relevant staff member concerned. All confidential conversations/discussion with parents will take place in a quiet area away from children, other parents and staff who are not involved. This may require making a time outside of preschool sessions.
2. If the parent still feels action is necessary after discussion with the relevant staff member they should make an appointment to speak with the Director.
3. Results of this meeting may include the following:
 - The situation is followed up;
 - Further discussion may be held with the people involved;
 - Outside support for the child, kindergarten or family may be sought;
 - Any suggestions for changes to policies may be brought to the Governing Council for consideration.
4. **If after all the above steps have been followed** and the parent is still concerned they can contact the Assistant regional Director, (DECD Northern regional Office-phone 8256 8113). The expectation of the Assistant regional Director will be that the above steps have been followed.
5. If a complaint cannot be resolved as a result of the parent, school and regional office working together, then the matter can be referred to the DECD complaints Unit (PCU) for an independent review. Parents can also call the DECD Parent Complaint Unit (PCU) hotline at any stage on 1300 677 435 for information, advice and support.