



## **Parent and Caregiver Grievance Policy** **Raising and Resolving Complaints or Concerns**

### **Rationale**

Good relationships between home and preschool give our children a better chance of success. This policy provides information about avenues of communication, which strengthen the partnership between parents and the preschool. It acknowledges the importance of the relationship between caregivers / parents and the teachers and other staff and provides the steps to follow in the event of a concern.

### **Concerns or complaints**

A person can raise a concern or complaint if they think that the preschool or a preschool staff member has for example

- Done something wrong or acted unfairly or impolitely
- Failed to do something it should have

Your concern or complaint may relate to;

- the type, level or quality of service
- preschool policies, procedure or practice
- another child's behaviour
- another preschool related issue – such as behaviour or decisions of staff

### **Process for Raising Concerns or Complaints**

All concerns should be raised directly with the centre through the director or staff.

### **Procedure to be followed**

#### **Step 1**

Arrange a time to talk to the person concerned. Your concern deserves time in order to be resolved. Let the person know about the details of your concern with a chat, note or telephone call prior to an arranged meeting. A time can be set up which suits you both. This means all will be prepared and have all the necessary information. Stay calm, respectful and honest in your approach. Written or verbal complaints should focus on the facts or details – avoid personal insults, inflammatory statements and threatening or intimidating comments.

**You should not approach children or the parent/caregiver of any child directly** (including email or phone).

If your complaint is about the Director of the preschool, or you are not comfortable reporting to the preschool person involved, it may be necessary to go straight to Step 3 or 4.

#### **Step 2.**

The preschool will look into your concern and get back to you as soon as possible. The preschool will aim to keep you informed and resolve the concern as soon as possible – ideally within 15 working days.

#### **Step 3.**

If together, you are not able to sort out the problem let the person know that you intend to speak to the Director. Arrange a time to speak to the Director, providing information which will enable the meeting to be as useful as possible.

#### **Step 4.**

If you are not satisfied (or at any time you wish to get advice) you can contact the **PARENT COMPLAINTS UNIT** on **1800677435**.

This unit will

- assess your complaint
- decide what action is needed
- let you know what has been done and when you can expect to hear about the outcome.

### **Expectations - Parents / Children / Staff Can Expect**

- To follow the Policy when lodging a complaint or concern
- To be listened to
- To have opportunities to put their own point of view and express opinions and concerns
- To be treated fairly, respectfully and equitably
- To be kept informed
- To be informed of options, advice and support available when raising a complaint or concern
- Not to be discriminated against