

## **POLICY B7**

### **GRIEVANCE PROCEDURE FOR PARENTS**

#### **WE BELIEVE:**

That the partnership between families and staff is characterised by an active exchange of information and a mutual respect for similarities and differences in child-rearing practices.

#### **THEREFORE WE WILL:**

- Ensure staff communicate openly with families about the children and aim to work closely with the parents for the benefit of each child.
- Encourage parents or guardians who feel they have a grievance, or who are unhappy or uncomfortable with any aspect of their child's care, to discuss their concerns in the first instance with the staff who are caring for their child. If this is not possible or appropriate, or if after discussing the matter with those staff the matter is still unresolved, the parent should then raise the matter with the Team Leader and/or Centre Director.
- Inform Parents and guardians that they are also able to contact the Grievance Officer if their grievance is unable to be resolved using the above channels or if they feel more comfortable discussing the matter with the grievance officer at first instance to assist with a resolution of the matter.
- Inform parents and guardians the centre Grievance Officer can be contacted by telephone or email. Their details are available from the Administration Staff.
- Ensure the Grievance Officer is aware it is their responsibility to acknowledge each grievance that it receives, in writing, and to review and follow up each grievance or complaint to ensure that it has been resolved appropriately.
- Ensure the Grievance Officer is aware that they must keep the Management Committee informed of all grievances raised by parents or guardians, the suggested resolution of such grievances and any future strategies for managing similar matters.
- Ensure the Management Committee registers all grievances or complaints as Correspondence Received at the Management Committee held immediately after correspondence is received.
- Ensure the Management Committee analyses the nature of such grievances, the appropriateness of the resolution of those grievances and the outcomes of the grievance management procedures.
- Inform parents that any highly confidential issue, or serious grievance will be dealt with only by the Executive of the Management Committee.

**Ratified by Management Committee February 2011  
Review February 2013**