



Concerns & Grievances

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National Regulations

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Objective

Our aim is that any concerns raised by any family, visitor or staff member is dealt with as quickly and effectively as possible so that it does not escalate to become a grievance.

Related Policies

Privacy and Confidentiality Policy
Record Keeping and Retention Policy
Physical Environments (Workplace Safety, Learning and Administration) Policy
Open Doors Policy
Family Law and Access Policy
Relationships with Children Policy

Who is affected by this policy?

Educators
Families
Child
Management

Implementation

There will be occasions when one or more parties associated with our centre will have a concern or grievance. We believe that the best way to handle these situations is through the encouragement of open and honest communication. If concerns are dealt with quickly and

effectively, they should not escalate to become a grievance. Strategies may be put in place to not only rectify the problem, but to ensure that the problem does not recur.

If a parent has a concern or grievance with regards to any aspect of the centre and its operation they are welcome to discuss the matter with the Responsible Person in charge, Nominated Supervisor or the Approved Provider.

The Approved Provider, Nominated Supervisor or the Responsible Person in Charge will listen and respond to the complaint, but above all will respect the parent's right to voice it.

All efforts will be made to devise a solution or compromise immediately, and we will follow up via consultation with other parties involved.

This in turn may lead to relevant policy/procedure formulation or revision with all changes communicated to all staff and families.

If consultation fails to remedy the problem, it is the right of every parent to contact the Office of Early Childhood Education and Care to discuss the matter.

Office of Early Childhood Education and Care:
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Staff are also entitled to voice concerns or grievances as leaving such problems unchecked may lead to an escalation in poor attitude and morale amongst the team. Open and honest communication is encouraged, and it is appreciated if each member of the team is mindful of others at all times.

If a staff member feels unable to approach another member of the team to discuss a problem, they may then discuss the matter with the Nominated Supervisor.

Gossip about perceived problems is not acceptable as it can lead to the escalation of a problem.

Staff are encouraged to regularly read and revise the policies and procedures relating to daily practices within the centre. Awareness of expectations and roles is the best way to avoid miscommunication and potential conflict within the team.

Staff are reminded that it is important to follow the "Chain of Command" within the centre to ensure all issues are dealt with efficiently and effectively. The Chain of Command is as follows:

- Approved Provider (Robyn Hawkins)
- Nominated Supervisor (Aileen Morgan)
- Responsible Person in Charge (displayed daily in front office)

Details of concerns and grievances will be documented to ensure all parties have had the opportunity to express their feelings on the matter.

As with all areas of centre management, outcomes following an expressed concern or grievance are to be critically evaluated and followed up to ensure the problem is fully resolved.

The following guidelines may be useful for staff dealing with a concern from a family member or visitor:

1. Thank the parent/visitor for taking the time to complain, bringing the matter to your attention and giving you the chance to rectify the situation.
2. Listen effectively to show the parent/visitor you are interested and to ensure you do understand what they are saying.
3. Give the parent/visitor the benefit of the doubt.
4. Do not argue, interrupt, jump to conclusions, blame the parent/visitor or pass the buck.
5. Accept responsibility and apologise, even if it wasn't your fault. You represent the business.
6. Don't make excuses and always tell the truth.
7. Say what you can and can't do and why. Don't make promises you can't keep.
8. If you can't resolve the situation on the spot, tell them what action you are going to take and commit to a time when you can come back to them with the solution.

Sources

Education and Care Services National Regulations 2011
Early Years Learning Framework

Review

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Interested Parties
- Families

Reviewed: November 2015

Date for next review: November 2016