Preschool Grievance Policy

Introduction

An effective complaints and grievance management system confirms to educators, coordinators, staff members, families and the community that complaints and grievances are taken seriously and investigated promptly and thoroughly.

Goals - What are we going to do?

Kemblawarra Public School Preschool will ensure that there is a process that allows our complaints to be investigated and documented in a timely manner.

Strategies – how it will be done

1. The preschool communicates to families the various methods that they can express their grievance to (Talking to staff, making policies and procedures available and accessible to families, feedback form, make families aware who grievances can be formally addressed to – nominated supervisor)
2. All staff are informed of and understand the process and confidentiality of grievance procedures.
3. Grievances are documented and discussed and actioned amongst preschool staff so that grievances are addressed in a timely matter and comply with regulations.
4. Serious incidents will be immediately communicated to the nominated supervisor who will then guide the process and actions towards the most positive outcome for children and families.
5. In the case of serious incidents that require notification to the Early Childhood Education and Care Directorate (97162100 or 1800619113) the nominated supervisor
will make notification within 24 hours. (Page 114-115 Guide to the National Law and National Regulations)

The educational leader will:

1. Notify any serious incidents to the Department of Education and Care Directorate and will guide the direction of grievances throughout the service.

Educators will:

1. Inform families that their concerns should be first discussed with the staff member at an appropriate time.
2. If families feel that they are unsatisfied with the result, explain to them to use the feedback form to consolidate their grievance which will enable collective action to be made.
3. If families feel that their complaint was not resolved, highlight to families the procedure to make a formal complaint to the nominated supervisor.
4. Staff to regularly read the staff communication book and make the opportunity to discuss grievances. Action these according to the regulations.
5. Follow guidelines around confidentiality of grievances which are:
   - Discuss grievances with each other in the office
   - Speak respectfully of all parties
   - Ensure that families are given anonymity when completing feedback forms.
6. Look in the feedback box daily in order to address grievances in a timely matter.
7. Adjust their practices and/or policies in order to action the grievance and provide the best possible outcome.
8. Provide families 14 days’ notice if policy changes are required.
9. Be aware of serious incidents (which will be communicated to the nominated supervisor).

Evaluation

During staff meeting, discuss the effectiveness of the services grievance policy and procedures.
- How many grievances did the service receive?
- Was our documentation process easy to use and effective?
- Can we improve the timeframe in which we respond to grievances?

Links to the National Quality Standards/elements:

7.3 Administrative systems enable the effective management of a quality service