

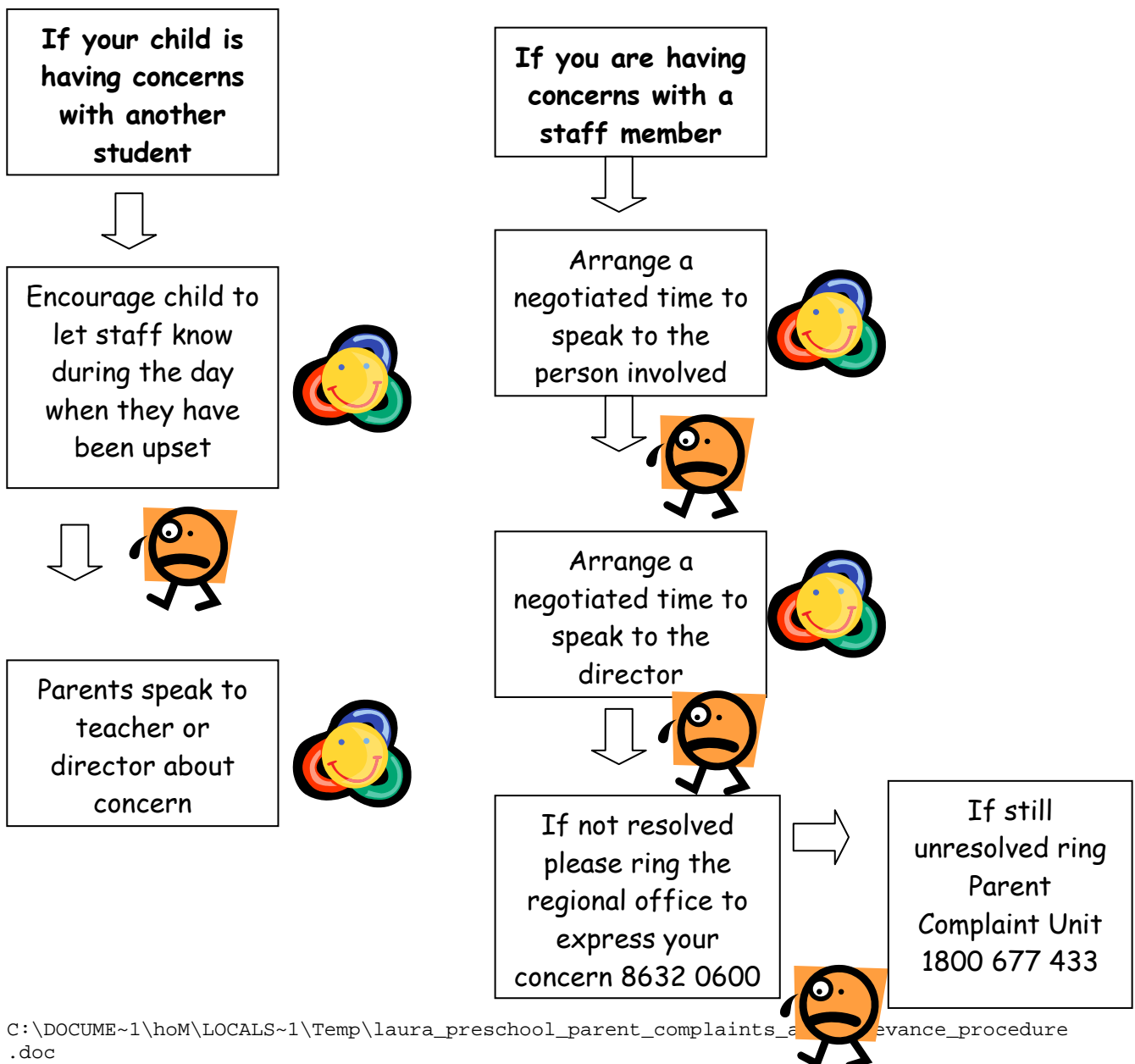
Laura Preschool Parent Complaints and Grievance Procedure

At Laura Preschool we support all children, staff, parents and community members to raise any issues or concerns that may affect their learning or general well being. We have the responsibility to listen to and manage any grievances and deal with them in an appropriate manner.

The preschool will not always be able to meet everyone's needs however we will endeavour to do the best we can in the given situation.

The usual procedure to be followed in addressing a grievance is in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept CONFIDENTIAL.

The following flow chart outlines procedures for differing situations.



If you are having concerns with the Director



Arrange a negotiated time to speak to the director



If not resolved please ring the regional office for further assistance
8632 0600



If still unresolved ring Parent Complaint Unit
1800 677 433

If you are having concerns with a centre policy



Arrange a negotiated time to speak to the director



Arrange a negotiated time to speak to the director



If concern is still relevant the Director in consultation with staff and Governing Council will review policy and keep appropriate persons informed

Links to National Quality Standards

- 1.1.1 Curriculum decision making contributes to each child's learning and developmental outcomes in relation to their identity, connection with community, wellbeing, confidence as learners and effectiveness as communicators.
- 1.1.3 The program, including routines, is organised in ways that maximise opportunities for each child's learning.
- 2.3 Each child is protected.
 - 2.3.1 Children are adequately supervised at all times.
 - 2.3.2 Every reasonable precaution is taken to protect children from harm and any hazard likely to cause injury.
 - 2.3.3 Plans to effectively manage incidents and emergencies are developed in consultation with relevant authorities, practised and implemented.
 - 2.3.4 Educators, coordinators and staff members are aware of their roles and responsibilities to respond to every child at risk of abuse or neglect.
- 4.1 Staffing arrangements enhance children's learning and development and ensure their safety and wellbeing.
- 4.2 Educators, coordinators and staff members are respectful and ethical.

- 5.1 Respectful and equitable relationships are developed and maintained with each child.
- 5.1.3 Each child is supported to feel secure, confident and included.
- 5.2.1 Each child is supported to work with, learn from and help others through collaborative learning opportunities.
- 5.2.2 Each child is supported to manage their own behaviour, respond appropriately to the behaviour of others and communicate effectively to resolve conflicts.
- 5.2.3 The dignity and rights of every child are maintained at all times
- 6.1.1 There is an effective enrolment and orientation process for families
- 7.3.4 Processes are in place to ensure that all grievances and complaints are addressed, investigated fairly and documented in a timely manner.
- 7.3.5 Service practices are based on effectively documented policies and procedure that are available at the service and reviewed regularly.

References

National Quality Standards, National Quality Framework, ACECQUA, accessed 18th June 2012.

Date: 18/06/2012

Review Date: June 2013

Signed:

Chairperson – Governing Council _____

Director- _____