

Grievance/Complaint Policy and Procedure

Reynella Kindergarten

Grievances will be taken with all seriousness. We value the sense of trust and belonging that our staff, volunteers and families have at kindy.

For family grievances:

- Please speak to the Director as soon as possible if you have any issues and confidentiality will be maintained.
- The Director will make time to meet with you in person or to speak on the telephone if that is preferred.
- If there is no resolution with the Director, a meeting between family, Director and state/regional office can be organized.
- Alternatively families can contact Tony Sullivan at the Southern Adelaide Regional Office (ph 82073700) and the Director will be open to this.

For staff to staff/volunteer grievances:

- Staff are encouraged to think about and record the details of their complaint and seek advice, confidentially, from their Line Manager. Strategies to deal with the issue(s) may be discussed. The complainant may also like to speak to DECD based personnel – for suggestions refer to “DECS Complaint Resolution for Employees Procedure”, p4, hereafter referred to as “the Procedure”.
- The matter should be handled with confidentiality and sensitivity to workplace relations.
- Early action is encouraged
- The complainant should consider what remedy he/she is seeking.
- The complainant is encouraged to then speak directly to the person concerned. The Line Manager will be available to act as impartial facilitator. The aim of the conference is to negotiate a resolution and identify a way forward, rather than identify wrong doing.
- Should the matter not be resolvable between staff/volunteers the aggrieved staff member should again speak with their Line Manager.
- All employees have responsibilities, as detailed, pp. 9 & 10 in “the Procedure”, such as maintaining own safety and actively participating in the resolution of a complaint with a view to minimizing detrimental impact on working relationships
- The Director will provide the Kindergarten community with all reasonable resources to achieve mutually agreeable outcomes, with the centre's and children's best interests in mind.

Please refrain from discussing concerns with (other) parents. Please do not discuss problems in front of children as this can negatively impact on relationships.

Further References:

- Complaint Notification Form, attached, is a guide to a written complaint.
- DECS Complaint Resolution for Employees Procedure and Policy booklets, on top of the filing cabinet (lime green colour)
- Department of Education's *Parent complaint and resolution guidelines* and pamphlet containing other relevant information. (www.reynellakgn.sa.edu.au)

Adapted from the DECS Complaint Resolution for Employees Procedure, 2007

To be endorsed by Governing Council, November 2013