



## Management

# GRIVENCE POLICY FOR PARENTS

**Policy number:** M

**Date approved:**

**Date to be renewed:** November 2014

**Revision:** 1

### **POLICY STATEMENT**

Mundarda believes that all parents have the right to feel welcome and respected and that any concerns will be dealt with in a professional and confidential manner.

Solutions will be sort to resolves all disputes, issues and concerns that effect the day to day running of the centre or well-being of the children in a fair, prompt, positive and sympathetic manner. Mundarda prides its self on positive relations with all parents and strives to keep the communications open and friendly.

### **HOW POLICY WILL BE IMPLEMENTED (Specific Policies & Procedures)**

Found within the parent handbook and enrolment package is clear guidelines as to how the centre recommends that parents deal with grievance.

1. The parent should discuss the issue of concern with the staff member in question in a quiet/ calm and confidential manner. This discussion should be made away from the children, other staff members and parents. It is preferred practice to have the support of the centre manager in dealing with issues as they can act as a third unbiased person, silent or mediator.
2. If the parent feels that this approach has not been successful or does not feel comfortable confronting the actual staff member they should arrange a



meeting with the Coordinator/Centre Manager/Supervising Officer to discuss their concern and work out a positive strategy for dealing with their grievance.

The staff member in question will be notified of the concern and if necessary the team leader of the room will also be notified. If the parent wishes to remain anonymous this will be honoured. However, they will be advised that in some situations the issue may not be able to be resolved if they remain anonymous.

3. Alternatively, a letter can be written addressed to the Director/Supervising Officer to explain the parent's grievance. The Director will then contact the parent to discuss the letter and to arrange a meeting to discuss the issue and ask what steps the parents feels they would like to take in dealing with the issue.
4. In some situations the grievance may need to be taken to the parent committee to be resolved or to deal with the staff issue. If this is the case the parent will be notified of this and told the day of the arranged meeting with the parent committee.
5. Wherever a grievance is made, the parent will be informed of the outcome of the situation either through an arranged meeting or a written letter and to ensure that they are satisfied with the outcome and the way the issue was dealt with.
6. To ensure all parties involved in the grievance are satisfied with the outcome the Director/Supervising Officer will follow through on the issue to ensure everyone's satisfaction.

Grievance and complaints policy for parents is reviewed and evaluated annually to ensure that they are dealt with in a professional, confidential and in a non-discriminatory manner. Parent surveys will be handed out to help ensure the



centre is dealing with grievance appropriately and help the centre to evaluate and continually provide a good service to the parents of Mundarda.

- The name address and phone number of the Education and Regulatory Unit is included in the Parent Handbook and displayed on the noticeboard in the foyer.
- A current copy of the *Education and Care Services national Regulations 2012* is available in the centre for parents to read at any time.

**SOURCES:**

- ACECQA- National Quality Standards
- Education and Care Services national Regulations 2012
- Australian government Child Care Services Handbook and website – [www.facs.gov.au](http://www.facs.gov.au)
- Department for Communities – [www.community.wa.gov.au](http://www.community.wa.gov.au)
- National Privacy Principles website – [www.privacy.gov.au/act/index.html](http://www.privacy.gov.au/act/index.html)