

GRIEVANCE POLICY

AIM

To ensure principals of natural justice and procedural fairness are applied in circumstances of grievance. This includes the right to be heard fairly, the right to an unbiased decision made by an objective decision maker, and the right to have the decision based on relevant evidence.

To ensure a harmonious service culture free from discrimination and harassment.

Parents/caregivers will:

- Be aware of their responsibilities under the Parent Code of Conduct.
- Raise grievances with the staff member involved and if required set a time where the matter can be discussed appropriately. Grievances at this level will normally be resolved by discussion and clarification of the needs or wishes of the family or by clarification of the Centre procedures or policies. The Director will subsequently be notified about the grievance and its outcome.
- Raise their grievance with the Team Leader, if the previous step does not produce a satisfactory outcome. Upon resolution the Director will be subsequently notified about the grievance and its outcome.
- If the grievance is still not resolved, it shall be referred to the Director who will research the grievance/situation and work towards reaching a satisfactory outcome for all parties involved. A management report form will be used to record any issues that arise and are unable to be resolved immediately.
- Where the previous step does not provide a satisfactory outcome to the parties, mediation may be requested from a DECD Regional Office Representative on 8207 3700. You may also contact the Parent Complaint Unit on 1800 677 435.

The Centre Director will:

- Encourage staff to identify family concerns and ensure such concerns are addressed at the earliest opportunity.
- Investigate all grievances promptly and keep the complainant well informed of progress towards resolution of the grievance.
- Maintain privacy and confidentiality to the maximum extent possible and assure families and staff of this.
- Give families written information concerning the Grievance Procedure at enrolment, and explain the policy to families in a positive, welcoming manner.
- Communicate with families how the problem arose, what action was taken by the site to rectify and address the grievance and what steps have been taken to ensure it does not occur again.
- Keep copies of all written grievances and parent complaints.

Where managing an investigation and resolution of a possible grievance, the director shall consider:

- Any legal requirements in relation to the complaint. For example, if the complaint is related to a child protection issue, procedural follow up is mandated by legislated requirements (see child protection policy).
- Notification to regulatory authority via the online Incident and Response Management System (IRMS).
- The necessity of recording observations to ensure information relevant to the grievance is evidence based.
- Counselling opportunities for individuals involved in the mediation process.
- Analysis of the occurrence, frequency and nature of grievances and complaints.
- The consistency of outcomes.

All staff will:

- Respond in a positive manner when a parent chooses to raise a concern and maintain confidentiality.
- Communicate in a professional and supportive manner when referring to other members of the staff team or where making reference to the school staff team. Where parents raise an issue about

another staff member they should be listened to without judgement and encouraged to approach the staff member directly or line manager if support is required to do so.

- Inform the director upon receiving a grievance communicating either resolution or need for further action.
- Raise grievances between themselves and other staff members directly with the other staff member to attempt resolution.
- Where further support is required to resolve the grievance, raise the grievance with their Team Leader who will initially mediate the dispute addressing the work practices at a site level where appropriate.
- Not speak in negative terms about staff to other staff members. If a staff member does raise an issue about another staff member, they should be redirected to either address the staff member directly or speak with the line manager if they need support in doing so.
- Raise any parent-related grievance with their Team Leader prior to addressing the grievance with the parent/guardian.

Team Leaders will:

- Mediate grievances between staff members in their room.
- Bring grievances to the Director/Leadership if they cannot be resolved.

EVALUATION:

This policy is viewed to be working effectively when:

- The correct procedures are being undertaken by staff and parents in addressing grievances.

Procedure:

- Documentation of grievance
- IRMS procedure to reporting

National Quality Standards:

7. 2.1. There is an effective self-assessment and quality improvement process in place.

Record of Policy Adoption and Amendment:

Version	Date	Details	Author	Approver
1.0	January 2011	Policy adopted.	Ocean View Children's Centre Polices	Governing Council
1.1	June 2012	Policy circulated to Policy Review Committee and staff for review and suggested amendments identified, including; <ul style="list-style-type: none"> • NQF regulations • DECD phone numbers • Facilitators inclusion 	K Cook	
2.0	November 2012	Suggested amendments put to Policy Review Committee and adopted, including; <ul style="list-style-type: none"> • As above 	K Cook	Policy Review Committee
2.1	February 2015 December 2016	Reformatted Added section about Team Leaders and reformatted further.	Phoebe Murray	Policy Review Committee

Review: To be reviewed biannually by the Assistant Director and any recommended amendments endorsed by the Policy Review Committee

Last Reviewed: November 2018

Source: *Parent Guide to raising a concern or complaint.* DECD 2012.