

Holden Hill Kindergarten's GRIEVANCE PROCEDURE

Good relationships within the kindergarten community give children a greater chance of success.

Principals within this procedure:

- Difference in opinion, values and beliefs are human nature and healthy for positive growth of a community and society.
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

A grievance can be defined as a complaint, a protest, an objection, an issue, a gripe and a conflict. This can be in relation to something that has happened at the Centre, that has happened to a child, that has happened to you at the Centre, that has been said to you at the Centre or said to you outside the Centre, which relates to the Centre.

CHILDREN with a grievance should	PARENT(S)/ CAREGIVER(S) with a grievance should	STAFF with a grievance should
<ol style="list-style-type: none"> 1. Talk to the person about the problem. They need to state the problem and how it makes them feel e.g. "Stop, I don't like it when you it made me feel" The child can also tell the other person the desired action to enable a safe resolution e.g. sharing, taking turns etc 2. If the child/children feel unsure or uncomfortable, they can talk to a staff member about the problem and they will assist the child to use the above process. 3. Should the other party continue unsafe actions or words the child must inform a staff member so they can support the child. 4. If ever an issue is unresolved, children must speak to their parents/caregivers who can then make an appointment with staff. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant staff member(s) about the problem 2. Let the staff member know what you consider to be the issue. 3. Allow a reasonable time frame for the issue to be addressed. In discussion both parties need to be able to listen to each other to clarify the facts of the situation and then make a plan to resolve any concerns. 4. If the grievance is not addressed, arrange a time to speak with the Director, if not already done so, for a joint discussion with all parties involved. 5. If you are still unhappy, please arrange a time to discuss the issue with the Assistant Regional Director. 	<ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow a reasonable time for the issue to be addressed. 3. If the grievance is not resolved, speak to: <ul style="list-style-type: none"> - your Line Manager - Union representative - OHS&W representative - Employee Assistance Program 4. You are entitled to ask for support in addressing the grievance by having a support person: <ul style="list-style-type: none"> - speak to the person involved on your behalf - help monitor the situation - support by acting as a mediator 5. If the issue is not resolved within a reasonable time, arrange a time to speak to the Assistant Regional Director.

Note: Parent(s) with a grievance about the Kindergarten should arrange a meeting time with the Director to discuss the concern and allow a reasonable time frame for the issue to be addressed. If you are still unhappy, arrange a time to resolve the issue with the Assistant Regional Director.