



Grievance Procedure for Families

Quality Area 6: Collaborative partnerships with families and communities.

Standard 6.1: Respectful supportive relationships with families are developed and maintained.

Standard 6.2: Families are supported in their parenting role and their values and beliefs about child rearing are respected.

Standard 6.3: The service collaborates with other organisations and service providers to enhance children's learning and wellbeing.

Nurture and Nature Private Preschool has a duty of care to ensure that all persons are provided with a high level of equity and fairness in relation to grievances and complaints management and procedures. The grievance procedure for families ensures fair opportunity for all to be heard and promotes effective conflict resolution within the service.

The aims of this policy include:

- To ensure confidentiality and the protection of the rights of all persons involved unless the Service or any party feels legally obligated to report the grievance
- To treat each grievance seriously and with sensitivity. Each person's perception of a situation must be respected
- To inform the grievant of sources of support from both within and outside the Service
- To follow up and ensure that a grievance has been resolved
- In general, grievances are best resolved by talking with the relevant Educator associated with a particular child and/or family. The Educator will:
 - Listen to the grievant's account of what has happened so far
 - Clarify with the grievant the facts of the matter in so far as they can be established without further investigations
 - Encourage and support the grievant to seek a balanced understanding of the issue
 - Discuss the range of resolution options available to the grievant. These would include external support options
 - Stimulate, encourage, and assist the grievant to determine a (their own) preferred way of solving the issue
 - Record the grievance and confirm details with the grievant at the end of the meeting
- If the grievance cannot be resolved, it is to be referred to the Nominated Supervisor who will investigate further:
 - If appropriate, collect relevant written evidence. This evidence will be treated in the strictest confidence
 - Ensure evidence is kept in a secure and confidential place
 - Involve the Director in the conflict resolution if necessary
 - Should it be necessary to interview relevant people concerning the grievance, their involvement should be kept to the minimum necessary to establish the facts they must also be made aware that the matter is to be kept confidential
 - Should the grievance be lodged against another person(s), these person(s) should be interviewed separately and impartially. Individuals must be given the opportunity to respond

fully to the allegations and may have another person present, as an observer, if they wish. If after investigation, it is concluded that the grievance is substantiated:

- Both parties should be told of the decision and the reason for it.
- Immediate and appropriate steps should be taken to prevent the grievance from recurring
- If after investigation, it is concluded that the grievance is not substantiated both parties should be told of the decision and the reason for it
- The grievant should be informed that if they are not satisfied with any decision relating to the grievance procedure that they should consult with an external body for further advice such as the Department of Education and Communities

If the grievance is of a serious nature, the Nominated Supervisor is responsible to inform the Department of Local Government and Communities Education & Care Regulatory Unit.

The procedure should be held in a timely manner and all parties should be kept informed of progression and any outcomes as they occur.

The Nominated Supervisor will establish unbiased Service policies to reduce any potential power inequities between families and the service. Families will be guaranteed that they will not be treated unfairly nor care withheld if they raise a concern, grievance or complaint.

This policy was made with consideration to the Education and Care Services National Regulations, National Quality Standard, Code of Ethics- Early Childhood Australia, Human Rights and Equal Opportunity Commission Act.

Date that the policy was last updated or revised: April 2016

Signature of Director: _____

Nurture and Nature Private Preschool.