



## **Trott Park Kindergarten**

### **Complaint/Grievance Procedure Policy**

We recognise that all families are unique with varied lifestyles. We respect each other as per our Site Behaviour code.

We aim to accommodate your needs within the guidelines of quality education and care.

If you have any concerns we ask you to follow the procedure below.

Parent/Caregiver



Make a time to meet the educator involved as soon as possible



A third party person may be invited



The time, date and outcome of meeting should be documented and a copy given to all parties including the educators line manager i.e. for teachers and ECW's the site leader and for the site leader the District ARD. If the issue is resolved a follow up 2<sup>nd</sup> meeting should be arranged to review the outcome.

**If not resolved**



**Issue Not Resolved** - 3rd meeting involving specific line manager and third party

If the issue continues to be unresolved Parents are encouraged to seek help via the DECD Parent Complaints Policy. **The centre operates under the policies and procedures of the Department of Education and Child Development. Please visit their web site to look at the range of policies and procedures which govern our program and operation <http://www.decd.sa.gov.au/policy>. The parent's complaints policy is available on this link. Remember your first point of discussion, if you have a complaint, should be directly with the Kindergarten. We are happy to discuss any issues.**

**The following principles should encourage positive outcomes when parents and staff have queries or concerns.**

- ❖ Courtesy between parents and Educators helps build good relationships and encourage positive outcomes.
- ❖ Educators, parents and children should feel safe and secure in the kindergarten environment, without fear of harassment in any form.
- ❖ Parents have a right to discuss their child's progress with educators and to raise concerns. They should be encouraged to do this at any early stage.
- ❖ Educator's main concern and energy is directed at teaching children and maintaining the educational program.
- ❖ Parents are encouraged to discuss any educational matters/concerns. This may include relationships, behaviour, grounds/facilities or curriculum areas.
- ❖ When a response is unable to be given immediately, a time frame for a response will be negotiated at the time

**The educational team at Trott Park Kindergarten has a commitment to high quality care and education. We encourage families to be involved in all areas of decision making. This guide is aimed to be mutually beneficial for families and the kindergarten.**

**Signature \_\_\_\_\_ Governing Council Chairperson**