



# Parent/Carer Grievance Procedures

## Process

Outlined below is the process parents/carers are asked to follow if you have a concern or an issue regarding your child's staff and/or teaching methods:

1. At an appropriate time raise your concern or issue with the person involved.
2. Make an appointment to talk to the Director. By making a mutually convenient time you can be assured that the Director is free to give you his/her full attention. Please let the Director know in advance what you wish to discuss.
3. State your concern honestly and clearly. It is hoped that a resolution or a course of action can be agreed upon at this time, for the obvious benefit of your child. Notes will be taken and shared, and any follow up meeting will be arranged. Results of this meeting may include:
  - Further monitoring of the situation
  - Further discussion with people involved
  - Outside support may be sought
4. If at the conclusion of this meeting you are still not satisfied, please state this to the Director. You are advised to telephone the Educational Director with your concern. The number is available from the Director.
5. Discuss your concern with the Educational Director a course of action will be discussed and hopefully agreed upon.

## Guidelines

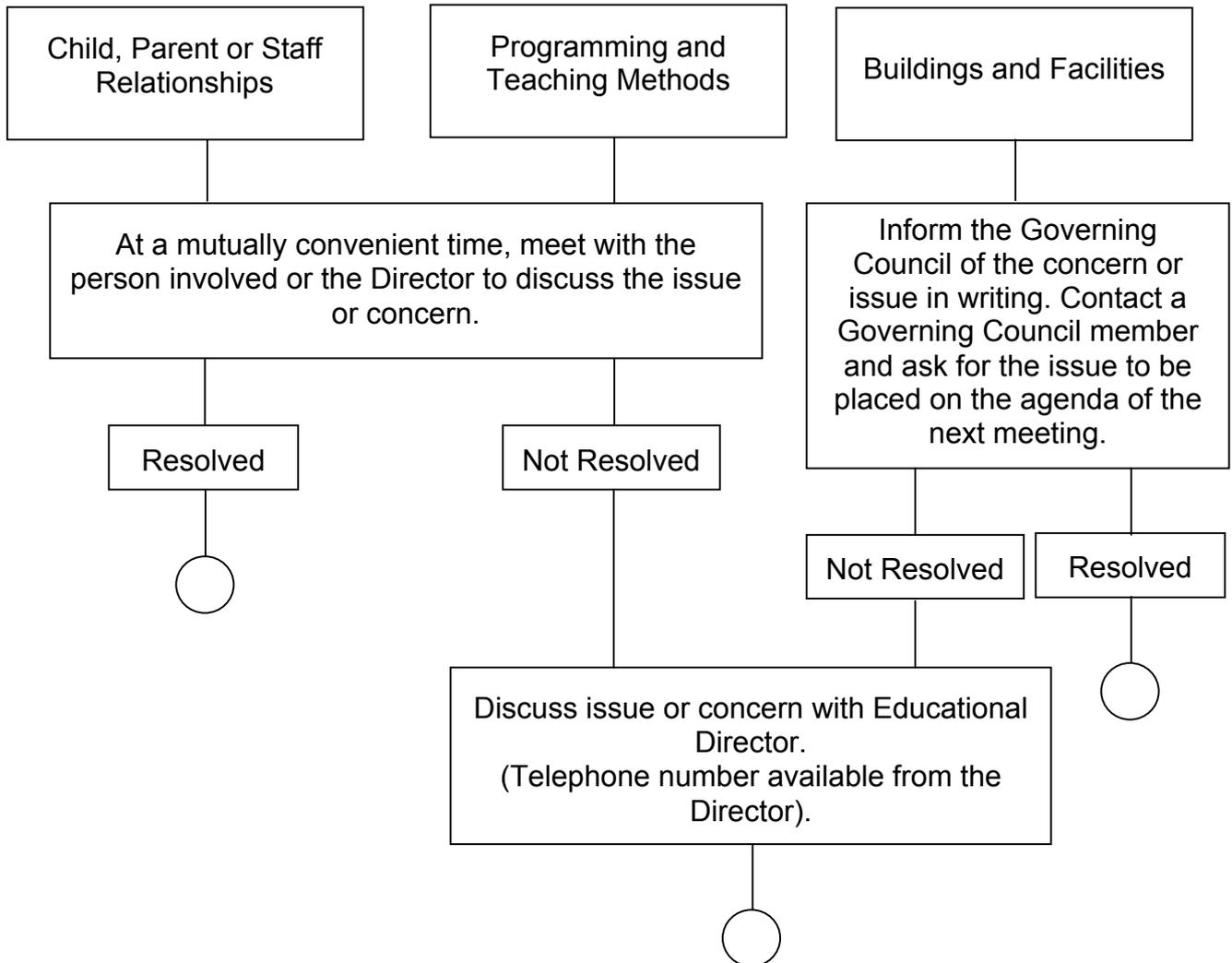
Raise the issue with the kindergarten, bearing in mind that you have one side of the issue.

- When raising your concerns do so in a calm and non aggressive manner. Any discussions that are of an aggressive nature will be terminated and rescheduled to ensure the safety of all persons involved.
- Be prepared to talk specifics. That is, be prepared to talk about your own child and a particular incident.
- The Governing Council members are your representatives and as such are willing to raise issues at Governing Council meetings on your behalf. Please feel welcome to contact these people if you have an issue to discuss or share (issues other than the teaching and learning program may be addressed by the Governing Council).



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## Issues or Concerns To Be Raised In A Confidential Manner



- It is important that any issues or concerns are kept confidential and although at times you may wish to seek support from friends or an advocate, it is very important to do so wisely.
- When the matter is discussed in the child's hearing, it is important that the child understands that you have confidence that the issue or concern will be resolved confidentially at the Centre level. Criticism of the centre or staff does not support the child's education as it undermines trust and confidence.
- The centre can most effectively deal with issues and concerns that are raised in the ways outlined above. If we do not receive information from families, then we assume that all is well.