



Kadina Preschool

## Kadina Preschool Centre Grievance Procedure

At Kadina Preschool we support all children, staff, parents and community members to raise any issues or concerns that may affect their learning or general well being. We have the responsibility to listen to and manage any grievances and deal with them in an appropriate manner.

The preschool will not always be able to meet everyone's needs however we will endeavour to do the best we can in the given situation.

The usual procedure to be followed in addressing a grievance is in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept CONFIDENTIAL.

- Intervene early, to avoid conflict and future problems.
- Monitor and evaluate practices regularly.

### **Children**

1. Try to resolve the problem with the other person first.
2. Speak to a staff member about the problem.
3. Speak to someone they feel safe with.

### **Parents/Concerned Adults**

1. A parent with a concern raises it appropriately with the person concerned.
2. If the grievance is not resolved, arrange a time to speak to the Preschool Director.
3. If the grievance is with the Preschool Director and/or a resolution cannot be achieved, the concerned person may ring the Parent Complaint Unit of the DECD  
Ph. 1800 677 435 (freecall)

### **Staff**

1. Arrange a time to speak to the person/people concerned.
2. If the grievance is not resolved, speak to the Preschool Director.
3. If the grievance remains unresolved arrange to speak to the Education Director – Ph. 8821 2555

Issue Number: 7    Issue Date: September 2016

Review Date: September 2018

Signed: \_\_\_\_\_  
Chairperson – Governing Council (Bec Crosby)

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Director – Kadina Preschool Centre (Simone Shevchenko)