



Annesley Early Learning Centre

POLICY STATEMENT ON GRIEVANCES AND COMPLAINTS

In order for our centre to continue to develop and improve we value feedback from members of our community. To gather this feedback we provide a feedback box in the foyer, as a staff we make ourselves available for informal discussions with families and we encourage families to discuss issues and suggestions at parent teacher interviews and at other meeting opportunities. Complaints and/or grievances can provide opportunities for self assessment and future development. With this belief in mind all issues will be responded to in a prompt and professional manner.

PROCEDURE FOR PARENTAL CONCERNS

If parents have concerns about any of the services, they need to:

- First speak with their child's Educators; ELC staff is approachable at all times.
- Speak with or write to the Director, ELC if necessary arrange an appropriate time for an appointment.
- Alternatively, parents are encouraged to speak with the Executive Assistant to the Principal to make an appointment to meet with the Principal.

PROCEDURE FOR MANAGING GRIEVANCES AND COMPLAINTS

- 1 Thank the parent for the contact.
- 2 Find out what the problem is. Take notes so that you remember clearly what is discussed.
- 3 Ask if they have mentioned the matter to any other staff members.
- 4 If you are not the appropriate person to deal with the problem, say that you will pass the matter on and name the person who will be dealing with it.
- 5 If it is a simple matter that can be fixed immediately, do so. If not, say that you will look into it and get back to them **THEN GET BACK QUICKLY** (within 48 hours)
- 6 Do not engage in criticism of another member of staff.
Some helpful phrases:
 - a) I'll have to talk to... and get back to you.
 - b) I'll look into it and get back to you.
 - c) Thank for raising the issue. I'll find out some more and get back to you.
- 7 Check the student's file for any background.

- 8 Make sure you inform your Director or Principal.
- 9 Make a note of the date, time and subject (eg absence, work habits, friendships) of any contact and put it in the child's file. Do not make any comments about the subject unless they can be completely neutral.

Difficult situations

- a) If you are not sure how to respond to a parent, seek assistance from the Director, Principal, or Chaplain before you contact them again.
- b) Do not tolerate abuse from parents. Should a discussion move this way, ensure you end the conversation and arrange for a follow-up meeting with another staff member in attendance.

Complaints about staff members

- c) Staff will be informed if a complaint is made about them.
- d) It is generally advisable for staff to be involved in any meetings with parents if a complaint has been made. This allows everyone to be clear about the issue and to understand any decisions reached.
- e) In situations where this might be unhelpful, the staff member concerned will be briefed about the meeting.