



Mountain community children's centre inc.

Grievance/Complaints Policy – Families/Staff

Rationale: At times individuals may be unhappy with events or practices they encounter within Mountain Community Children's Centre

Aim: To work as a team to foster positive relationships between families and staff/educators.

To identify and resolve any conflict expediently to the satisfaction of both parties.

To maintain positive lines of open communication between families and staff.

Procedure:

At Mountain Community Children's Centre we believe parents are the major influence on the child and acknowledge that our centre is an extension of these early learning experiences. Communication between families and staff is valued and can be fostered through day to day contact. Communication is to remain confidential between the applicable parties.

Methods of keeping in touch include:

- Newsletters, Whiteboard, Sleep charts, Communication Books, Portfolios, and quick informal chats with staff on arrival and departure.
- Longer interviews can be organised with your child's room leader or the centre director by appointment if you would like to discuss any issues.
- It is important that the lines of communication are kept open between families, staff and the committee. Staff are always willing to talk about any matters which parents are concerned about or need to discuss.

Where conflict arises:

- The Director is to be made aware of any queries, complaints or grievances regarding the centre's daily operations, staff or individuals. This information is to be relayed by the staff member or family involved. The Director will work with the parties to identify and resolve the situation. *(In the event that the situation involves a child protection issue, the Director will follow the set guidelines outlined in the Child Protection Policy.)*
- If any grievance is not resolved satisfactorily, then an appointment will be made to identify the situation with the president and an executive member of the committee.
- If the above steps fail to cooperatively resolve the situation, the complaint should be taken in writing to Department of Education and Communities. If the complaint is regarding a breach of regulation then the Department of Education and Communities needs to be notified within 24 hours.
- All documentation regarding Grievance / complaints is to be kept in the filing cabinet in the office.

Continuous improvement of our service occurs where there is reflection and constructive feedback given from the service community which results in positive change and improvement. Complaints are managed well, lead to quality improvement and are conducted in a safe manner in as secure environment.