

THE GOWRIE (QLD) INC

GRIEVANCE FOR FAMILIES POLICY

CONSIDERATIONS:

QIAS	Principle 7.1
REGS	Child Regulation 2003

POLICY STATEMENT:

To support a grievance settlement procedure to deal with any situation in which a parent/guardian requires formal action to be initiated in respect of an issue, concern, dispute or problem occurring in the Service

RELEVANT FORMS/MATERIAL:

- ***The Kindergarten Handbook***
- ***The Gowrie (Qld) Record of Complaint Form***

SOURCES:

- **Child Care Regulations 2003**

REVIEWED: November 2010

Date to be Reviewed : Novemeber 2011

IMPLEMENTATION:

BACKGROUND INFORMATION

A complaint or grievance is a statement of dissatisfaction made by a parent or guardian about any aspect of their involvement with the Kindergarten as an Organisation and/or the program they are attending, where some action is requested to remedy/improve the situation. The Gowrie (Qld) views all complaints, concerns or grievances as opportunities to review and improve policies and procedures.

PROCEDURE

In the event of a complaint or grievance, parents/guardians of children attending the service are encouraged to raise their concerns with the Service Director.

The Service Director will then make a time with the parent or guardian to discuss the matter and work through possible solutions or offer supportive material.

If the parent/guardian verbally raises a complaint/concern with a Service Director, where some action is requested to remedy/improve the situation, the Service Director will document the conversation and action taken and meet with the President.

Documentation required includes:

- The concern or complaint
- The date and time the discussion took place
- Whether the discussion was in person or over the phone
- Any information provided to the parent/guardian
- The outcome of the conversation

This information will be compiled on a Service Record of Complaint Form and key areas of concern to be identified in relation to policies, Philosophies, Regulations and Standards contravened.

Outcomes are also recorded and the aim is to resolve the issue with the family at this level.

This report is then filed on the family history file.

If families feel that their grievance has not been resolved satisfactorily at this level, the parent/guardian will be encouraged to place the complaint in writing and address the matter to the President who will bring the complaint/concern to the attention of the Executive Committee for noting and action.

All complaints and grievances will be handled with respect for confidentiality and procedural fairness will be observed in all aspects of handling a complaint.

<p>Department of Education</p> <p>Office of Early Childhood, Education and Care</p>	<p>Our Services are licensed under the Queensland Child Care Act 2002 and related regulation. This legislation sets the minimum quality standards that Services must meet in order to legally operate. The Office of Early Childhood, Education and Care is responsible for licensing early childhood education and care services prior to school entry.</p> <p>A copy of the Act and Regulation are available from the Service office for you to read.</p> <p>If you wish to contact them at any time relative to the service you are attending the contact details are listed on the attached pages.</p>
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