



GRIEVANCE FOR PARENTS / FAMILIES OR CAREGIVERS POLICY

Loxton District Children's Centre	
Policy ID:	POL-
Version:	1
Review Date:	15/12/2015
Next Review Date:	15/12/2017

1. Policy Statement

The Loxton District Children's Centre (LDCC) believes that high quality care and education is provided when educators work in partnership with parents/ families or caregivers. Therefore communication between educators and parents is very important.

The grievance policy is a practical guide for parents who have concerns about the wellbeing or safety of the care provided to their children. It enables you to discuss grievances and feel confident that these will be addressed accordingly.

2. Implementation

STEP 1

Parents are requested to discuss concerns with the educator involved and if required set a time where the matter can be discussed appropriately.

STEP 2

If the previous step does not produce a satisfactory outcome, parents are required to discuss the concern with their child's Room Coordinator.

STEP 3

If the grievance is still not resolved the grievance shall be referred to the Director/ Assistant Director who will make further inquiries into the situation and work towards reaching a satisfactory outcome for all parties.

STEP 4

Where the previous step does not provide a satisfactory outcome, parents are required to contact a Management Committee member, who will ensure the concern is attended to and work towards a satisfactory outcome. You can obtain these details from the Director.

STEP 5

All communication is to be documented relating to the concern/ grievance.

STEP 6

Confidentiality will be respected at all times.

3. Review

The Grievance for Parents/ Families or Caregivers Policy will be reviewed every two years.



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4. References

Regulation 168 Education and care service must have policies and procedures

5. Related LDCC Documents

Endorsed by Director – Jo Mitchell	
Director Signature.....	Date/...../.....
Endorsed by Employee Rep. Name –	
Employee Signature	Date...../...../.....
Adopted by Management Committee	
Management Committee Chairperson Signature.....	Date...../...../.....
Date Minuted:...../...../.....	Date of implementation:/...../.....

Review History

Document History	Version No	Issue Date	Description of Change:
	1.0		Developed, June 2008