



Poonindie Early Childhood Centre

GRIEVANCE PROCEDURES POLICY

GUIDELINES FOR RAISING A GRIEVANCE

- ◆ Raise the issue with the Centre, bearing in mind that you have one side of an issue.
- ◆ Be prepared to talk specifics. That is, be prepared to talk about your own child and a particular incident.
- ◆ Parents can use an advocate to assist them in raising an issue.
- ◆ The grievances need to be kept confidential.
- ◆ The centre can only deal with issues that are raised in this way. If we are not approached about any concerns, then we assume that all is well.

ALL PERSONAL MATTERS

These need to be raised in a confidential manner directly with the Centre using the following steps.

STEP 1: An appointment made by the parent with a staff member on site.

STEP 2: If dissatisfied make an appointment with Shanny Carter (Director). Please let me know the subject matter to be raised as the situation may be resolved faster.

STEP 3: After meeting with Shanny, a further discussion may result with the parent, staff member and Director, or outside support for the family or centre may be provided by, for example, a special educator or social worker.

STEP 4: If the problem cannot be resolved, parents can approach the regional coordinator at the Port Lincoln, Eyre District office (EDO).

GENERAL MATTERS

Members of the PECC Governing Council are prepared to raise general Centre matters such as equipment, the yard and general centre operations. The staff and the Director can also be contacted about general Centre matters. We aim to be as flexible as possible and to meet the individual needs of families whenever we can.

Endorsed: 28th March 2017 To be reviewed: 2020