Grievance Procedures: Parents

**Policy Statement:**
The centre welcomes all parent feedback, including their grievances and complaints, as it considers this will help to improve the services provided. The centre wishes to foster positive relations between all parents, management and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact on, or affect the day to day well being of the centre or its clientele in a fair, prompt and positive manner.

**Procedures:**
Every parent is provided with clear written guidelines detailing grievance procedures when they enrol their child at the centre. This information is included within the Parent Handbook.

All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.

Where a parent wishes their grievance to remain confidential this will be honoured, however parents will be advised that issues cannot always be resolved if the parent chooses to remain anonymous.

Where a staff member believes they should share a confidence with another person, in order to resolve an issue, they will inform the parent of this need prior to any further discussions on the matter.

To ensure the processes are clear and non-discriminatory, the grievances and complaints policy for parents is reviewed and evaluated annually, or whenever an incident occurs.

To facilitate parent’s contact with the licensing unit, the name address and phone number of the Child Care Licensing and Standards Unit is included in the Parent Handbook and displayed on the notice board in the Centre.

A current copy of the Children and Community Services Child Act and Outside School Hours Care Regulations is available in the centre for parents to read at any time.

**Guidelines for Dealing with Parent/Staff Conflict:**
1. The parent should discuss the issue with the staff member concerned.
2. If the parent still feels action is necessary after discussion with the relevant staff member they should discuss the matter with the Director.
3. If the parent is still unhappy with the situation the Director can offer to take the matter to the Management Committee for guidance.

   or

   The parent can write directly to the Management Committee to explain the problem.

4. The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.

   or

   The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.
5. If the parent is still unhappy with the outcome, the Management Committee may consider arrangement for external mediation on the issue.

Guidelines for Dealing with Parent/Management Conflict
1. The parent should discuss the problem with the Director.
2. If the parent still feels action is necessary after discussion with Director they should ask the Director to raise the issue with the Management Committee of the Centre.

or

The parent can write directly to the Management Committee to explain the problem.

3. The Management Committee will advise the Director of its decision and the Director will convey that finding to the parent concerned.

or

The Management Committee will write directly to the parent concerned to advise of its decision. The Director will also be advised of the decision.

4. If the parent is still unhappy with the situation they can request a meeting with the Management Committee to discuss the matter further. After this meeting the Management Committee will write directly to the parent to advise of its final decision and why this was made.

5. If the parent is still unhappy with the outcome, the Management Committee may consider arrangement for external mediation on the issue.

Sources:

OSHC QA Quality Practices Guide – Principles 3.1; 8.3; 8.6
DCD and Licensing Unit website – www.community.wa.gov.au

NATIONAL QUALITY FRAMEWORK
Education and Care Services National Regulations – Reg 75(n); 88; 97(2); 125(b)(c)
National Quality Standard for Early Childhood Education and Care and School Age Care (Nov 2010) – Element 6.1.3; Element 6.2.1; Element 7.5.1; Element 7.5.2; Element 7.6.3
Early Years Learning Framework for Australia – Practice: Holistic approaches; Responsiveness to children; Continuity of learning and transitions – Outcomes: 1, 3
Framework for School Age Care in Australia – Practice: Holistic approaches; Collaboration with children; Continuity and transitions – Outcomes: 1, 3

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