



## Holland Park Kindergarten Association Inc. GRIEVANCE MANAGEMENT POLICY

### **POLICY STATEMENT**

Holland Park Kindergarten Association is committed to providing a supportive and rewarding environment for our community of families, employees, committee members and the children for whom this service is provided. Parents/Families are actively encouraged to be involved in all aspects of the Kindergarten's service delivery. For parents/families to have confidence in the quality of care provided by Holland Park Kindergarten, it is important that they are aware of their ability to influence its operation. This includes knowing that they have a right to comment on or appeal against any action or decision that has consequences for themselves or their children. This Grievance Management Policy formally recognises, promotes and protects each family's rights. There may also be times where there are employee or Management Committee concerns or dissatisfaction with the actions of parents/families. Consequently, this policy also formally recognises, promotes and protects the rights of Employees and the Management Committee (see HPKA Code of Conduct).

The Grievance Management Policy is designed to ensure that all persons (that is, the Holland Park Kindergarten community including parents, guardians, employees, members of the Management Committee and visitors) are provided with a high level of equity and fairness in relation to grievance management. Parents, management and employees agree to implement the following procedures ensuring that any concern or feedback is dealt with promptly in a spirit of consultation, co-operation and resolution.

Communication is paramount to successful relationships between families and the Kindergarten, as well as between the management committee and employees. We encourage parents/families to discuss any concerns regarding the daily care and/or interactions with their child, informally with the Director as soon as it arises. If you believe an issue needs further consideration/discussion then the following procedures will be adopted. These procedures are constructed from an administrative process and may be altered, as required or deemed necessary, by the Executive Committee.

### **BACKGROUND**

The grievance policy is a practical guide for parents/families/caregivers who have concerns about the safety, wellbeing and programming decisions that our Kindergarten takes. This policy enables parents/families/caregivers to discuss grievances and feel confident that all avenues are taken to address any raised issues. The Kindergarten will strive to maintain a high quality of early childhood education and encourages open communication amongst the stakeholders. Parents/families/caregivers have an avenue to discuss their concerns in confidence.

1. Parents/families/caregivers are to be encouraged to discuss concerns with an appropriate staff member.
2. Parents/families/caregivers are to be encouraged to discuss concerns with the Director.
3. Parents/families/caregivers are to be encouraged to discuss concerns with a member of the Management Committee. There is an information noticeboard detailing the Committee representatives for parents/families/caregivers to contact.
4. The Director and/or Committee are to document all communications relating to the grievance and they will envisage a quick and appropriate resolution.
5. Parents/families/caregivers are to be advised of the necessary steps to be taken if the grievance is not resolved or attended to appropriately.
6. Debriefing of the grievance procedure at each point of contact and process is to be documented.
7. The Director and Management Committee are encouraged to seek support and any legal advice where necessary.
8. Parents/families/caregivers are encouraged to contact the appropriate government authority should they feel that their issue or concern is not resolved appropriately.



## PROCEDURES

### Educational Program

Grievances in regard to the Educational Program are to be made:

- Verbally with the Director and/or
- In writing to the Director

### Staff

Grievances in relation to the Director/Assistants/Special Needs Teacher/Other employees are to be made:

- Verbally with the President and/or
- In writing to the President

### Regulatory Concern

Upon receipt of a grievance about the conduct of the service (any aspect of the service operation that is addressed in the regulations) the President, acting on behalf of the Management Committee, will give the appropriate notification of the grievance to the Early Childhood Education and Care department as per the National Quality Framework Guidelines and also provide written notice of any action taken in response to the grievance unless the complaint is of an obviously trivial matter.

### STEPS TO BE TAKEN FOR ALL GRIEVANCES

- All grievances will be treated as urgent and are to be acted upon within five (5) working days. Where it is not possible to resolve the grievance within this time frame a letter indicating progress will be sent to the parents/families/caregivers.
- All grievances will be treated as confidential and due discretion applied by both staff and the parent/guardians involved.
- At all times the parents/families/caregivers right to air a grievance will be respected and no discrimination will be applied to either the family or child/ren as the result of the grievance.
- Complete the "Record of Complaint Form".

On receiving a verbal grievance the Director/President will:

- Acknowledge receipt of the grievance
- The grievance will be documented and filed accordingly.
- An opportunity for further discussion at a mutually convenient time will be arranged between parent/guardians and Director/President

On receiving a written grievance the Director/President will:

- Acknowledge receipt of the grievance in writing to the parent/guardian
- The grievance will be documented and filed accordingly.
- An opportunity for discussion at a mutually convenient time will be arranged between the parent/guardians and Director/President
- Written outcomes of the discussion will be made available to the parent/guardians, Director/President and if necessary the Executive Committee.
- At all times Privacy for all parties will be maintained where sensitive information may be involved. Names will not be used if the information needs to be made available to the Executive Committee for consideration of outcomes.

If the matter remains unresolved the parent/guardian will be referred to seek assistance from our central governing body, The Gowrie (Qld).

If the Director or Management Committee deems that parents/families/caregivers have not complied with this policy and/or other associated policies, Non-Compliance Procedures may commence. This involves a verbal warning, a first and final written warning and, finally a notice of termination of the child's placement or termination of the



care-givers position at Holland Park Kindergarten.

### WHO TO CONTACT

Communication is paramount to successful relationships between families and the Kindergarten. We encourage Parents and families to discuss any concerns regarding the daily care and/or interactions with their child, informally with your child's educator as soon as it arises.

Any areas of interest, concerns or issues relating to the learning program can be discussed with the relevant people as follows:

Leanne Austin	Director / Educational Leader	<a href="mailto:director@hollandparkkindy.com">director@hollandparkkindy.com</a>
Admin Assistant	Waiting list, enrolment or administrative enquiries	<a href="mailto:hpk@hollandparkkindy.com">hpk@hollandparkkindy.com</a>
Treasurer	Financial queries	<a href="mailto:finance@hollandparkkindy.com">finance@hollandparkkindy.com</a>

If you believe an issue needs further consideration/discussion then please contact the President of the Committee. Should you require information or wish to discuss any concerns about the Kindergarten's management please contact the relevant Committee Member, they will be more than happy to help you or forward your request to the appropriate person where necessary. The contact details for the Office Bearers elected to the 2018 Committee will be emailed to you.

Committee Position	Areas of Authority
President	Any area of concern – both for Committee and Staff
Treasurer	Financial Issues
Secretary	Newsletters, Contact Lists
Maintenance/WHS Coordinator	Equipment, grounds, maintenance and safety
Events Coordinators	Social functions and fundraising opportunities

### STAFF CONCERNS

Holland Park Kindergarten Association aims for employees to enjoy their work. There will be times when employees are unhappy with their role, have been upset by another employee, or upset by another matter within the Kindergarten. When such a situation occurs it should be resolved as quickly as possible using the following guidelines:

- See the person concerned and discuss the issue. This will often resolve the problem.
- Where the problem cannot be solved it is recommended that another staff member or the Director/President be invited to mediate.
- Ongoing disputes between staff members will not be tolerated as they will have an impact on the standard of care and educational programming at the Kindergarten.
- At all times staff are encouraged to offer suggestions concerning the Kindergarten's programme personally to the Director or Management Committee.
- At all times staff are encouraged to offer suggestions concerning the general operation and management of the Kindergarten personally to the President or other member of the Management Committee.



### **EVALUATION**

In order to assess whether the policy has achieved the values and purposes set out in the Policy Statement, the Committee will:

- Ensure this policy reflects the current regulatory environment within which the Kindergarten operates
- Assess the effectiveness of the process
- If appropriate, conduct a survey in relation to this policy or incorporate relevant questions within the general parent/guardian survey.
- Take into account feedback from staff regarding the policy.
- Monitor complaints and incidents regarding the policy.

### **AUTHORISATION**

This policy was adopted by the Holland Park Kindergarten Association Inc. Committee of Management, at the committee meeting in March 2015.

### **REVIEW DATE**

This policy will be reviewed annually in April by the Management Committee of Holland Park Kindergarten Association Inc.