



Policy 4.5

Family Grievances – Parent Complaints

The Two Wells Community Children's Centre ensures grievances within the service are dealt with confidentially, efficiently and effectively and we aim to meet the needs of the individual parties.

Procedure:

The Centre's policy is to resolve any family grievances as quickly as possible and to the satisfaction of the parties concerned or to an agreed compromise. This ensures we maintain a caring, nurturing service where the centre and families work as a team to provide the best possible care for the children.

1. Acknowledgment of grievance.
2. Families are encouraged to discuss issues with staff concerned, *if not resolved move to step three*. This needs to occur privately and in a confidential manner.
3. Families are encouraged to discuss issues of concern with the Assistant Director or Director, *if not resolved move to step four*.
4. Families are encouraged to notify the Governing Council via the Secretary (this is on the pin up board in the foyer) of their grievance in writing. It will be documented and discussed, *if not resolved move to step five*.
5. Families are informed of avenues to follow if the grievance is not resolved. This would be to contact the centre's Education Director on 85220900, or contact the Education and Early Childhood Services Registration and Standards of SA.
6. If the complaint cannot be resolved at the local level parents can contact the Parents Complaints Unit on 1800677435 or email DECD.ParentComplaint@sa.gov.au. Parents may contact the Parent Complaint Unit at any stage of the process for support and advice.

At the discretion of the Director grievances will be documented and stored for future reference.

Governing Council Member's Signature: _____

Director's Signature: _____

Two Wells Community Children's Centre's Common Seal

Date Reviewed: August 2015

Next Review Due: August 2017

Sources: Policies to Go By for Child Care Centres / Morton, Sandy.

DECD, Complaints and grievances for educators,

http://www.decd.sa.gov.au/familydaycare/files/links/Complaints_and_Grievances.pdf

DECD New Parent Complaints Policy Info