



**Grievances and Complaints Procedure –
Families**

Grievances and Complaints can fall into three categories:

- i. Minor Grievances – can be the result of misunderstandings and are generally resolved at first instance through discussion and clarification
- ii. Moderate Grievances – these cause some disruption to families and some general concerns
- iii. Major Grievances – High levels of stress and anxiety are experienced with both physical and emotional implications for the families involved and their children. These matters may also lead to breaches of regulation, formal reporting to other agencies, dismissal and legal proceedings.

Where parents and/or guardians require the assistance of an interpreter, interpreter services will be sought whenever possible.

The Procedure

Confidentiality of all parties is essential and only those people with a specific role in this procedure should be involved at each stage. In order to deal with grievances and complaints effectively the nature of the complaint will need to be revealed to the person to whom the grievance is directed. No action will be taken nor will the parents/guardians be identified without their consent. However, it must be recognised that every attempt to work through a grievance or complaint as openly as possible should be made to ensure:

- a. The rights of the person against whom the complaint is lodged are recognised and respected
- b. No threat or parent victimisation occurs as a result of the issue being addressed

There are 4 stages in the grievance procedure. Generally, these stages will be undertaken in progression unless the nature of the concern of the parent determines otherwise. Each stage aims at resolution, therefore progress to a further stage only occurs if resolution is not achieved and the parent wishes to proceed with the procedure.

- Stage 1: Parents are requested to raise any concerns that they may have regarding their child's care with the Supervisor on duty, Coordinator or Director of the service.
- Stage 2: Parents are requested to raise any unresolved concerns that they may have regarding their child's care with the Director or Coordinator.

- Stage 3: Parents are requested to raise any unresolved concerns or unsatisfactory outcomes with Head Office Management by contacting (02) 9747 4577.
- Stage 4: Parents who feel their Grievances and Concerns have not been adequately addressed may then wish to contact the President of the Board in writing at 23 Weldon Street, Burwood. All mail addressed to the President of the Board relating to any grievances or concerns must be marked Personal and Confidential. All such mail is delivered only to the President of the Board.

A summary of grievances and complaints, plus their outcomes will be documented into a grievance and complaints register held at Head Office.

References

*Leichhardt Municipal Council
National Childcare Accreditation Council
Marrickville Local Council*