

1. POLICY CERTIFICATION

Policy title:	Crèche – Grievance Management Policy
Policy number:	FACS002
Category:	Policy
Classification:	FACS
Status:	Approved (26/06/2013 OCM)

2. PURPOSE

This policy has been developed to set out the approach to be adopted by the Roper Gulf Regional Council to ensure that grievances raised by parents (guardians/caregivers) and Childcare Educators are managed in a timely and confidential manner.

3. ORGANISATIONAL SCOPE

This policy applies to Crèches run under Roper Gulf Regional Council.

4. POLICY STATEMENT

Roper Gulf Regional Council recognises that good communication between parents (guardians/caregivers) and Childcare Educators is important for the crèche to run smoothly and essential to provide high quality care for the children. Roper Gulf Regional Council has established guidelines for dealing with differences of opinion, complaints and grievances between parents and educators. These guidelines facilitate effective communication between all parties involved in the day to day activities of Crèche. These guidelines will also ensure that all complaints or grievances will stimulate reflection on, and improvement in, Crèche practices.

5. DEFINITIONS

Crèche	a day care centre where child care educator will take care of children in place of their parents
Grievance	An actual or supposed circumstance regarded as just cause for complaint
RGRC	Roper Gulf Regional Council

6. PRINCIPLES

NB: Should the complaint made to the Crèche concern a breach of regulations, the Regulatory Authority will be notified within 24 hours of the complaint being lodged. Call Department of Education and Children’s Services (Regulatory Authority) on Quality Education and Care NT on 08 -8999 3561

6.1 In promoting effective communication and an environment where complaints and grievances can be freely discussed, we will:

- Encourage parents to build strong relationships with the educators who care for their child/ren;
- Encourage parents to spend time at transition stages helping their child to settle into a new environment and getting to know the educators and the routine of each section;
- Provide information about how to contact the nominated supervisor in the first instance then management of the service.
- Ensure that parents from non-English speaking backgrounds have appropriate support to express their grievances (for instance, access to translation services).

6.2 In the event of a complaint or grievance, the key goals will be to:

- Maintain good communication at all levels of crèche structure – between parents, educators, nominated supervisor’s and management;
- Preserve an environment in crèche where issues (including complaints and grievances) can be freely discussed;
- Promote quick and satisfactory resolution of all disagreements, disputes, or grievances where possible;
- Ensure that all issues raised by the grievance become the basis for review and reflection of Crèche’ policy and practice.

6.3 In seeking to promote the quick and satisfactory resolution of all grievances we will:

- Require that educators maintain documentation of all incidents related to significant differences of opinion or grievances;
- Recommend/encourage educators to undertake conflict resolution training;
- Provide information to all parents about the grievance procedures by circulating this information in the enrolment package
- Provide feedback to parents about the status of any formal grievance process
- Encourage mutual respect between all parties during all communication.

6.4 To ensure that all grievances become the basis for review and reflection of crèche policy and practice, educators and management will document all grievances and designate an appropriate member to undertake the following tasks:

- Identify the key issues highlighted by the grievance
- Identify related policies and practices and determine at which level of crèche structure the issues should be addressed
- Investigate how policies or practices might be improved or altered to avoid further complaints.

7. GRIEVANCE RAISING PROCEDURE

7.1 The parent/caregiver or educator must follow the established grievance procedure as outlined below:

- a. The parent/caregiver or educator should approach the nominated supervisor in the first instance, outlining the cause for concern.
- b. The nominated supervisor will discuss the matter with the parent/caregiver or educator and attempt to resolve it by referring to current policies & practices, legislation etc. Copies of any supporting documents should be provided if requested.
- c. If no satisfactory resolution is found, the parent/caregiver or educator should write to Management outlining their concerns.
- d. Management will discuss the matter and attempt to find a satisfactory resolution. The findings of the interview will be communicated to the parent/caregiver or educator in writing.
- e. If the issue is still unresolved to the satisfaction of all parties, parents /carers can refer to appropriate external bodies for further assistance or specialist advice call **Department of Education and Children’s Services (Regulatory Authority) on Quality Education and Care NT on 08 -8999 3561**
- f. Management will then advise the parent/caregiver or Childcare Educator of its’ final decision in writing.

7.2 Grievance with an Childcare Educator by a Parent/Caregiver or other Childcare Educator

- a. Parents/caregivers and educators are encouraged to resolve grievances through discussion with or between the educator(s) concerned, *in the first instance*.
- b. If a grievance cannot be resolved through discussion, the matter should be referred to the nominated supervisor.
- c. If a grievance cannot be resolved through discussion with the educator, the matter should be referred to the nominated supervisor by the parent/caregiver or educator
- d. If the issue is still unresolved to the satisfaction of all parties, parents /carers / educators can refer to appropriate external bodies for further assistance or specialist advice call **Department of Education and Children’s Services (Regulatory Authority) on Quality Education and Care NT on 08 -8999 3561**

8. REFERENCES

Acknowledgements (original author/source documents)	<ul style="list-style-type: none"> ▪ Australian Children’s Education and Care Quality Authority (ACECQA) : http://www.acecqa.gov.au ▪ Department of Education and Children’s Services (NT): http://www.education.nt.gov.au/ ▪ Liquor Hospitality and Miscellaneous Union (LHMU)
Related Policies	

