

BELAIR JEAN BONYTHON KINDERGARTEN

Parent Complaint Policy & Procedures

At Belair Jean Bonython Kindergarten we believe that good relationships between the Pre-school and its community give children a greater chance of success.

However, it is only natural that from time to time grievances can arise.

Principles of our policy.

- Everyone should be treated with respect.
- Meetings must only be held by prior arrangement.
- Meetings to discuss grievances should be suspended if any person(s) behave in an insulting or offensive manner.

CHILDREN with a grievance should	PARENTS with a grievance should	STAFF with a grievance should
<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Talk to the person about the problem. 2. Talk to a teacher / ECW. about the problem at an appropriate time. 3. If you feel uncomfortable, speak to someone, 'with whom you feel comfortable.' 4. If issue unresolved speak to your parent(s) caregivers. 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the relevant staff member(s) about the problem. 2. Please Do Not speak to a staff member about a major grievance without prior arrangements. 3. Let the teacher know what you consider to be unjust or unfair action. 4. Allow reasonable time-frame for issue to be addressed. 5. If the grievance is not addressed arrange a time to speak with the Director. 6. If you are still unhappy, please arrange a time to resolve the issue with District Director for Southern Adelaide Regional Office : ph: 8207 3700 Contact Parent Complaint Unit: 1800677435 www.decd.sa.gov.au/parentcomplaint 	<p>STEPS:-</p> <ol style="list-style-type: none"> 1. Arrange a time to speak to the person concerned. 2. Allow reasonable time for the issue to be addressed. 3. If the grievance is not addressed, speak to - <ul style="list-style-type: none"> • your Director • a nominated grievance contact person <ul style="list-style-type: none"> - H&S rep - Racial/Sexual harassment Rep. - Union rep. <p><i>(Ask their support in addressing the grievance by</i> <i>- speaking to the person involved on your behalf</i> <i>- acting as a mediator in a meeting.)</i></p> 4. If you are unhappy arrange a time to speak to the DECD District Director for Southern Adelaide : ph: 8207 3700

Note: Parent(s) with a grievance about Centre Policy

- Arrange a meeting time with the Director to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the District Director for Southern Adelaide.