

Concerns and Grievances

Regulations 168(2)(o)

National Quality Standard 6.1 7.3



It is recognised that there may be occasions where families or educators are not satisfied with an aspect of the Education and Care Services policy or practice. For this reason, we believe that it is important that families and educators to have a genuine and consistent procedure to follow should they wish to raise any concerns or grievances.

Kozy Kids has developed a Grievance Policy to ensure that our practices are fair, just and non-biased reflecting our service philosophy. Kozy Kids provides services to families and children from a range of backgrounds and we ensure that all stakeholders are provided with equity and fairness in relation to grievance and complaint management.

A parent grievance is any type of problem, concern or complaint related to care or the care environment for their child/children. A staff grievance is any type of problem, concern or complaint related to the work environment. We recognise that all families and employees are unique with varied lifestyles, so we aim to accommodate your needs within the legislative guidelines of quality care and education.

The Grievance Policy has been established to give you a step by step guide to managing and resolving issues and is designed to be mutually beneficial for all stakeholders. We realise that at times you may feel uncomfortable or unhappy with any aspect of our service and encourage you to follow the Grievance Policy.

Centre Grievance Policy aims to

- promote conflict resolution;
- develop stronger partnerships;
- ensure conflicts and grievances are dealt with and mediated fairly;
- be transparent and equitable.

Strategies

- Complaints will be treated with respect and confidentially managed within our legislative requirements.
- The service is aware that conflict of interest may arise and aim to resolve it as soon as possible for all parties.

Steps to resolving conflict

Generally, these stages will be undertaken in progression unless the nature of the concern of the parent or staff member determines otherwise.

- **Step one:** Discuss the problem with the person or people concerned
- **Step two:** Discuss the problem with the team leader.
- **Step three:** If the parent/employee does not feel comfortable speaking to the person involved or team leader, or the problem escalates the assistance of the Director should be sought. The Director will then act to resolve the conflict by:
 - The Director will speak to both parties independently to resolve the conflict
 - If productive to do so the Director will talk to both parties together to assist with the resolution of conflict using
 - ✓ Mediation - using a third party who is neutral and who facilitates the process of communication, without providing advice or information; or
 - ✓ Conciliation - similar to mediation but the third party is more actively involved in bringing an agreement by providing advice and guidance.
 - Directorship - where the Director assumes responsibility for resolving the conflict and acts to do so

NB: All confidential conversations/discussions will take place in a quiet area away from children, parents and other educators/employees, and confidentiality of individual issues will be maintained. All parties are encouraged to remain calm and not raise their voices or make threatening comments throughout the process.

Follow up and review

Whenever a grievance is addressed the process will be analysed to determine whether policy revision or development is required. The grievance policy is evaluated annually or whenever an incident occurs to ensure the processes are clear and non-discriminatory.

Families' rights

In the event whereby a parent feels they are unable to approach the Director, or if they feel the complaint/concern has not and will not be resolved at the centre level they have the right to contact the Education and Early Childhood Services Registration and Standards Board.

Employee's Rights

If an employee believes that their termination of employment, or treatment as an employee is a breach of their general protections under the Fair Work Act, they may seek assistance from Fair Work Australia. Applications relating to general protections where the employee has been dismissed must be lodged with Fair Work Australia within 60 days of being dismissed.

Policy Source Acknowledgements

Putting Children First – Managing Complaints – Angela Owens www.acecqa.gov.au
Education and Care Services National Law Act 2010
Education and Care Services National Regulations
National Law Guide and National Regulations Guide
National Quality Standards Guide
ACECQA website www.acecqa.gov
National Alliance