Grievance Policy

Purpose:

The aim of this policy is to:
- Inform families of the Grievances policy and process.
- Provide a positive and productive mechanism to address concerns or issues.
- Assist to resolve any issues.

Rationale:

Gembrook Primary School OSHC team is required to meet with standards set out in the Behaviour Guidance Policy.

Scope:
The Children's Services Act 1996 and the Children's Services Regulations of 2009 require Gembrook Primary School to implement a Grievance policy.

Protocol/Procedure:

Informal Grievance Procedures
- This can be initiated though the complainant contacting the coordinator or staff member who they believe can assist with the resolution.
- Through a conversation or interview they will work towards a mutually satisfactory resolution.
- They will decide on the steps to be taken to resolve the conflict and the time frame.
- Communication will be maintained throughout the process and feedback requested.
- If after several attempts the grievance is still unresolved the parties should move on to formal grievance procedures.

Formal Grievance Procedures
- Formal Grievance Procedures should be initiated in writing to the Coordinator
- Receipt of the complaint will be acknowledged within five working days.
- The grievance will be investigated by the recipient of the complaint who will obtain all relevant information, organise a meeting between all parties and keep a record of the process.
- At the meeting, a resolution will be sought and strategies agreed upon. A record of the interview will be kept.
- Additional meetings will be held, as required, to monitor the implemented
strategies and to evaluate the results.

- Wherever possible, all grievances will be resolved within three months.
- If the family believes that the grievance has not been resolved, they can take the complaint to the Department of Department and Early childhood

Monitoring and Follow Up of Complaints:

After a complaint has been made and steps have been taken to reach a resolution, it will be routinely monitored and followed up to ensure that the complainant is satisfied with the way in which the complainant was handled and is informed of any changes in procedures as a result of this complaint.

Complaints/grievances will be monitored to identify patterns, which will assist with the ongoing review of policies and procedures.

Related Policy

NA

References/Legislation

Policy History:

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