



Dealing with Grievances

At Stepping Stones Child Care Centre, we constantly strive to improve the quality of our service and consider all feedback to be positive. The following Policy and Procedure has been developed to assist Stepping Stones to work with families to meet their needs in the most effective ways and to ensure the resolution of all grievances.

1. Families are encouraged to discuss any concerns with either our room leaders or Centre Management. These concerns should be documented and given to Centre Management in writing.
2. The grievance will be reviewed by Centre Management and appropriate staff will consult on their recollection of events. Relevant information will be collected, e.g. Staffs sign on sheets, attendance records, accident reports, policies etc. Documentation of procedure will commence.
3. Relevant staff, Centre Management and persons lodging the grievance will meet as soon as possible to work together to find a solution.
4. If the parties cannot agree on a solution, further advice may be sought from our Children's Services Advisor's from the Office for Children, Youth and Family Support (as below), Specialist Children's Worker (for grievances re: a child's behaviour etc) from ACT or Victorian Government or local community organisation, Legal counsel (if matter is of a legal nature) etc.
If a serious complaint has been received by Stepping Stones Child Care Centre from a family, the complaint will be forwarded to the relevant Children's Services Department - Office for Children, Youth and Family Support ACT or Department of Education & Early Childhood Development. Barwon-South Western Region Victoria.
5. Centre Management will be responsible for ensuring all documentation concerning the complaint is documented appropriately and maintained in a confidential manner.
6. The process will be evaluated by Management and the issue monitored closely.
7. Any grievance concerning a staff member will follow procedures as outlined in "Staff Discipline Policy" available in Centre's Policy and Procedure Manual.
8. The Centre Director or the Assistant Director will complete a Grievance form. This form is to be kept on file for future reference.
9. After all these steps have been taken, the Centre Director will follow up the grievance with the persons involved 2-3 weeks after steps have been taken to resolve the grievance. This is to ensure the desired outcome had been achieved.

CANBERRA

Office for Children, Youth and Family Support

GPO Box 158, Canberra City ACT 2601

CHILDREN'S SERVICES ADVISOR

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VICTORIA

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CHILDREN'S SERVICES ADVISOR

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Related documents:

- Grievance Form

Source:

ACT Childcare Services Standards, February 2009.

Victorian – Children's Services Regulations 2009.

This policy links to the following CCQA Principles:

Quality Practices Guide (2005) – Principle 7.1

Developed: November 2006 Last Reviewed: 25th May 2009 To be reviewed: May 2010.

Reviewed in consultation with Staff Members and Parent Committee Members current at May 2009