Surrey Downs Kindergarten & Occasional Care’s
Grievance Procedure

At Surrey Downs Kindergarten, we want to ensure that we have a safe, happy and caring
environment for our families and staff. If a parent or a staff member has a grievance they should feel comfortable to approach staff to voice their concerns and to come to a satisfactory conclusion/agreement.

For Parents:

If a parent has a grievance with a staff member or centre issue then they should use the following procedures:

- Approach a staff member about the issue/concern. If it is not an appropriate time to discuss the issue, an appointment should be made. The staff member would need to explain to the parent that they value what they have to say but right now is not an appropriate time. An appointment time would then need to be made to address the issue/concern. At the appointment, if the situation warrants it, the issues and strategies to be taken will need to be documented. Confidentiality on both parties should be respected at all times.
- If the parent is still not happy or the issue is not resolved in a satisfactory manner, another appointment should be made to rethink, negotiate the issues further.
- If the issues remain unresolved and the parent is still not satisfied with the outcome, then they will need to contact the Department of Education and Children's Services (D.E.C.S.) Regional Office on 8256 8113, who will get you in contact with the person required to look into the matter further.

For Staff:

If a staff member has a grievance with another staff member, don't let it stew. It is your right to address issues/concerns if you need to. Be aware of how stress can affect your health eg sleep, headaches, blood pressure, depression, anxiety etc and seek medical advice if necessary. The grievance procedure is as follows:

- Approach the person that you have an issue/concern with and make a time to discuss the matter. Make sure that care is taken to ensure that you are not addressing issues in front of other staff, parents or children. Please respect the confidentiality and feelings of the other person at all times. Make sure that the other staff member is listening, that you have eye contact and the staff member is not interrupting. Use the centre’s group norms as reminders if necessary. In negotiations, aim for a win-win situation and be prepared to make acceptable compromises.
- If the matter is not resolved, make a time to discuss the issues further at a later date.
- If the issues remain unresolved, then the staff member should approach the Regional Office.