



Oakbank Kindergarten Grievance Policy

Positive relationships between our Preschool and the Families/Community offer our children the best chance of success. Because parents want the best for their children it is only natural there will be times when parent/s /carers want to share issues or raise concerns.

At Oakbank Kindergarten your input and feedback is encouraged and valued. It is important that we work together in ways that mean grievances can be addressed and constructive ideas used to resolve problems and improve our Kindergarten.

To ensure your ideas/concerns are handled in an effective way the following guidelines should be followed.

1. *Make an appointment or ring to talk to the most relevant staff member (i.e. Teacher or Director) at a mutually convenient time.*

- let the staff member know what the discussion is to be about.
- this discussion is confidential and provides an opportunity to raise your concerns. In most cases talking to the person calmly, sharing information and listening to each other's points of view leads to a positive outcome.

2. *If you feel that the issue(s) are not resolved, make an appointment or ring the Director to further discuss your concerns. Or you can email the Director on dl.4645.leaders @schools.sa.edu.au*

- it is important that steps 1 and 2 are followed so that the people involved are informed, hearing and understanding the issues and points of view.
- if you feel your concerns are still not resolved it is important that you let the staff know before taking further action.

3. *If you feel that your concerns are still not resolved you may choose to take your concerns to the Education Complaint Unit on 1800 677 435.*

4. *Fees and Policies are determined by Governing Council* eg. SunSmart Policy, Attendance and Improvement Policy, Nutrition and Food Policy, and Allergy Awareness etc. You may wish to address these issues by directly approaching a member of the Governing Council or the Director, who will take it to the next Governing Council meeting.

- ***Please note:*** Under Department for Education and Child Development (DECD) guidelines the performance of staff members is not to be discussed by Governing Council.
- All personal matters such as those about children, parents or staff relationships should be raised directly with the preschool through the Director or another staff member, in a confidential manner.

All matters will be taken seriously and treated confidentially.

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