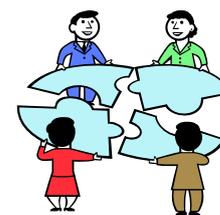




GRIEVANCE PROCEDURES

Aberfoyle Park Campus Preschool



At Aberfoyle Park Campus Preschool we support the right of any member of the kindergarten community to have issues and concerns addressed.

The usual procedure to be followed in addressing a grievance is, in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. When raising a concern staff, parents and children are expected to: treat each other with respect, courtesy and maintain confidentiality; raise the concern as soon as possible; provide complete and factual information; act in good faith to achieve an outcome acceptable to all parties; have realistic and reasonable expectations about the course of action required to resolve the concern.

CHILDREN	PARENTS	STAFF
<ul style="list-style-type: none"> • speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let a teacher know • discussing your concern with your parents is an important part of this process 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • let the person know what you consider to be your concern • if the grievance is not addressed let the person know you will be speaking to someone else • arrange a time to speak to the Director. Your concern will be resolved ideally within 15 days. • if you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 8207 3700. • If you are still dissatisfied you may wish to direct concerns to the DECD Parent Complaint Unit 1800 677 435 	<ul style="list-style-type: none"> • arrange a time to speak to the person concerned • if the grievance is not addressed speak to your line manager or trusted colleague and ask for their support in addressing the grievance by speaking to the person involved. • if the grievance has still not been resolved speak to someone in the Director. • if you are still dissatisfied approach the Regional Director or Assistant Regional Director who will try to assist you to resolve the situation. 8207 3700.



Government of South Australia
 Department for Education and
 Child Development

Review date: Term 1, 2012