Salisbury Heights Preschool - Raising and Resolving Concerns Policy

Good relationships within the preschool community give children a greater chance of success. Staff and Parents need to work together to develop a safe, caring and supportive learning and working environment, where everyone has the right to feel safe and know that their concerns will be listened to and addressed with the aim of achieving a positive resolution and in light of existing policies. However in the event of a grievance, the following guidelines should be used.

**Principles of our policy.**
- Everyone should be treated with respect.
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner.

<table>
<thead>
<tr>
<th>CHILDREN with a concern should</th>
<th>PARENT(S)/CAREGIVER with a concern should</th>
<th>EDUCATORS with a concern should</th>
<th>VOLUNTEERS with a concern should</th>
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</thead>
<tbody>
<tr>
<td>STEPS:- (in line with Keeping Safe – Child Protection curriculum principles)</td>
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<td>1. Talk to the person about the problem.</td>
<td>1. Arrange a time to speak to the relevant educator(s) about the problem.</td>
<td>1. Arrange a time to speak to the person concerned.</td>
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<td>2. Talk to a parent / educator about the problem.</td>
<td>2. <strong>Please do not</strong> enter preschool about a major concern without prior arrangement.</td>
<td>2. Allow reasonable time for the issue to be addressed.</td>
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<td>3. If you feel uncomfortable, speak to someone ‘who you feel comfortable with.’</td>
<td>3. Let the educator know what you consider to be the issue.</td>
<td>3. <strong>If the concern is not resolved, speak to:</strong></td>
<td>3. If the concern is not resolved, speak to the Director.</td>
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<td>4. Allow a reasonable timeframe for the issue to be addressed.</td>
<td>- Your Director/Line Manager</td>
<td>Ask their support in addressing the concern by:</td>
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<td>5. If the concern is not addressed arrange a time to speak with the Director.</td>
<td>- A nominated grievance contact</td>
<td>- Speaking to the person involved on your behalf</td>
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<td>6. You can contact the Education Complaint Unit ph: 1800 677 435</td>
<td>- Health &amp; Safety Representative</td>
<td>- Monitoring the situation</td>
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<td>❖ If you have an issue related to another child talk to an educator about the situation. Please do not approach the child or family.</td>
<td>- Racist/Sexual Harassment contact</td>
<td>- Investigating your concern</td>
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<td>- Union Representative</td>
<td>- Acting as a mediator</td>
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If the issue is not resolved within a reasonable time contact the Education Complaints Unit ph 1800 677 435

Support/counselling from Employee Assistance Program is available for educators at any time. See induction folder.

WH&S/POLICIES r&con
Your concerns may relate to:
- Classroom / playground issues
- Your child’s behaviour
- Policies
- Another child
- Any other kindergarten related issue

**Confidentiality statement**
The right to confidentiality for all parties in this process must be respected. Educators are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of children. Educators would also expect the matters to be resolved with parents and care givers appropriately.

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely. Discussion of your concerns should not take place in front of the children.

**CONFLICT SITUATION - PROCEDURE**

- **Conflict**
  - Are you able to arrange time for a meeting to discuss issue
    - **No**
      - Terminate discussion
        - Walk away
        - Notify Manager
      - Director to speak with person/s
      - Police called if feel threatened
    - **Yes**
      - Meeting Time Set
        - Follow Raising & Resolving Concerns Procedure
      - Problem addressed