



PARENT COMPLAINT COMPLIANCE POLICY

Rationale:

- Positive, clear and effective processes for resolving grievances, issues or concerns assists in the building of strong relationships, dispels anxiety and ultimately provides children and staff with a safe and enhanced learning environment.

Aims:

- To provide clear, positive and fair processes that allow grievances, issues or concerns to be aired and resolved in a timely and effectively manner.

Implementation:

- The Preschool has a responsibility to consult and to communicate both clearly and effectively with the community.
- Community members have a responsibility to read notices and newsletters, to attend briefings, and to seek clarification when required.

Problems

- There may however, still be times when members of the community disagree or are confused about the things that we or other community members are doing.
- We have an expectation that staff, parents and children at this Preschool will act in a cooperative and non-threatening way.
- It is essential that the established process as outlined below is followed to resolve grievances, issues or concerns. See Resolving Concerns for parents and caregivers overleaf.

Consequences

- Parents and community members who act in an unduly aggressive, disruptive and inappropriate manner will result in the following consequences:
 1. Requesting they leave immediately
 2. Calling Police Security or the Police
 3. Initiating proceedings under Section 104 of the Education Act which enables prosecution and a fine up to \$500.00 against a person who behaves in an insulting or offensive manner to a Principal, teacher or staff in the course of their duties
 4. Taking out a restraining order.
- Parents and community members may be warned and/or cautioned via a letter from the Principal before actions 3 and 4 are instituted.
- A critical incident report will be sent to the Regional Office and to the DECD Legal Services branch.

Evaluation:

- All persons will have resolved concerns in accord with this policy.
- This policy will be reviewed by School Council as part of the school's three-year review cycle.

Approved by: Governing Council

Review date: August 2015

Next review: Term 3, 2018

RESOLVING CONCERNS FOR PARENTS & CAREGIVERS

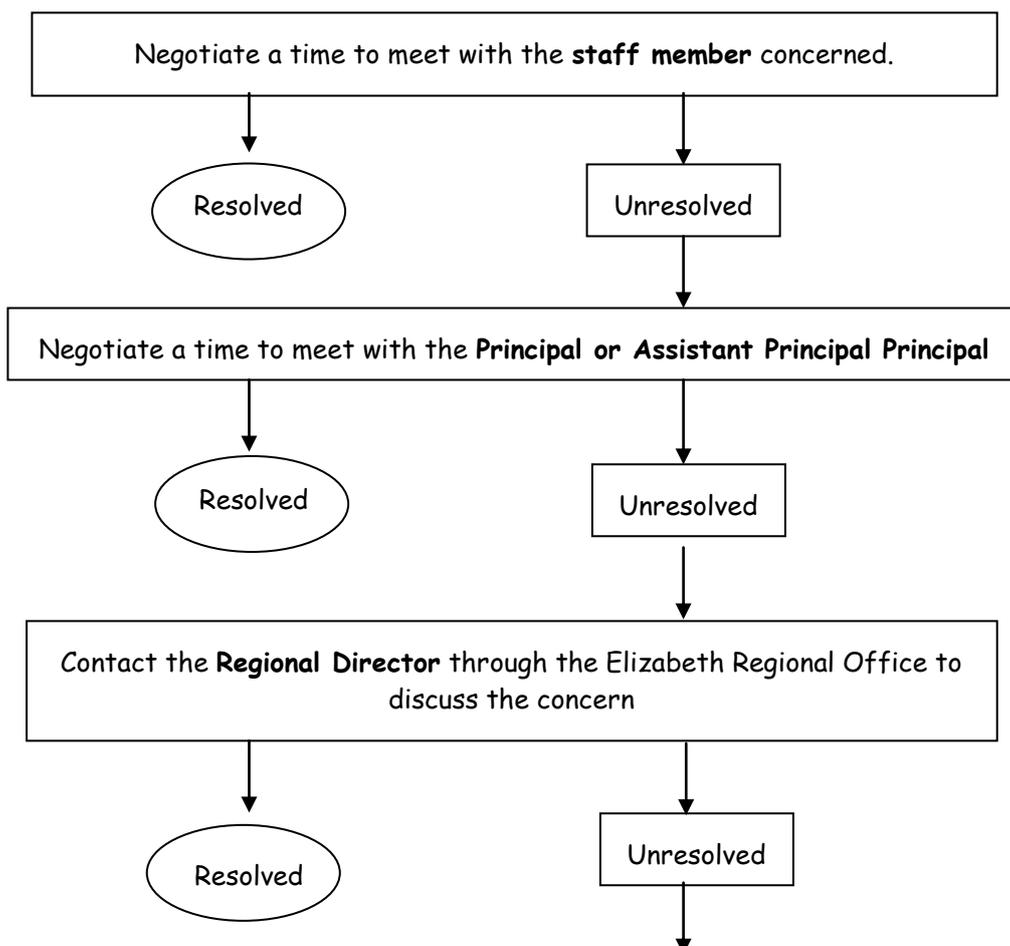
From time to time parents may have concerns about what happens at Preschool. These can be about specific incidents with other parents, children, staff or school policies.

We have a responsibility to provide a safe and secure learning environment for all the Preschool community. Therefore we aim to help you deal with any concerns so they don't become major problems.

As a parent it is your responsibility to use the Resolving Concerns Procedure.

1. Negotiate an appropriate time to meet with the staff member concerned or a member of the leadership team.
2. Do not use inappropriate language, threats or put downs.
3. Only discuss information relevant to your child.
4. Keep information discussed at the meeting confidential.
5. Follow any agreements and decisions made together

FLOWCHART



You may choose to write to the **Chief Executive** or the **Minister for Education**. If so, remember they will expect that you have already tried to get your complaint heard and resolved at the school and Regional Office level. You will receive a written acknowledgement of your complaint.