

## **GRIEVANCE PROCEDURE**

At Bishop Kindergarten we believe good relationships within the kindergarten community give children a greater chance of success. However in the event of a grievance the following guidelines may 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.

Children with a grievance could-

1. Talk to the person about the problem
2. Talk to a staff member about the problem at an appropriate time
3. If you feel uncomfortable speak to someone 'who you feel comfortable with'
4. If issue is unresolved speak to your parents/carers

Parents/carers with a grievance could-

1. Arrange a time to speak to the relevant staff about the problem.
2. Let the staff know what you consider to be the issue.
3. Decide on a reasonable timeframe for the issue to be addressed, ideally within 15 days
4. If your concern/complaint is about a teacher talk to Preschool Director  
If your concern/complaint involves the Preschool Director contact the Port Lincoln Office of Education (DECD).
5. If you are still unhappy please arrange a time to discuss the issue with the Director of Education at the Port Lincoln office.
6. The Office of Education will aim to resolve your concerns/ complaints within 20 days.
7. Contact the Parent Complaint Unit - Hotline:- 1800677435

Teachers with a grievance could-

1. Arrange a time to speak to the person concerned
2. Decide on a reasonable timeframe for the issue to be addressed, ideally within 15 days.
3. If the grievance is not resolved speak to your Line Manager
4. If the issue is not resolved within a reasonable time arrange to speak to the Port Lincoln Director of Education.

Note:- Parents with a grievance about Kindergarten Policy should:

- ★ arrange a meeting time with the staff or Governing Council
- ★ allow reasonable time frames for the issue to be addressed
- ★ if you are still unhappy arrange a time to resolve the issue with the Port Lincoln Director of Education.