



# Grievance - Parents Policy

Indooroopilly Montessori Children's House

Date: May 2004

Dates Reviewed: July 2006, Oct 2007, Feb 2008, **Feb 2009**

## Policy Statement

Indooroopilly Montessori Children's House fosters positive relations among all management, parents and staff. All parents have the right to a positive and sympathetic response to their concerns. Solutions are sought to assist with the resolution of all disputes, issues or concerns that impact or affect the day-to-day well-being of the Centre in a fair, prompt and positive manner.

## Implementation

- ◆ All confidential conversations/discussions with parents will take place in a quiet area away from children, other parents and staff who are not involved.
- ◆ Where possible, parent names will remain confidential. The option to remain anonymous will be at the discretion of each parent.

## Procedure

A Grievance Procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When the persons directly involved cannot resolve grievances informally, a formal grievance policy is implemented.

## Parent/Staff Conflict

1. The teacher-in-charge of the child's group should be approached. It is important that an appointment is made, as it is impossible to discuss anything with the teacher when she is with the children.
2. If the concern is not resolved, an appointment is then made to speak to the Director.
  - a. If the parent does not wish to speak directly to the teacher-in-charge, or to the Director, he/she can complete a grievance report form and lodge this with the Director (This can be accessed on the IMCH website)
  - b. The Director will discuss this matter with the Group Leader. The Director will then convey the finding to the parent concerned, as well as a possible resolution to the problem.

3. If the parents are still not satisfied and the concern has not been resolved, after the above process, the parents can then contact the Department of Family & Community Services, Brisbane North Region. Telephone 07 3872 0611.
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**Sources:**

Early Years Training Group

IMCH Handbook

National Childcare Accreditation Council Inc.(2009). Grievances and Complaints Management Policy *Retrieved 15 February 2009.*

[http://www.ncac.gov.au/policy\\_development](http://www.ncac.gov.au/policy_development)