At Leigh Creek Kindergarten we believe that good relationships between the kindergarten and its community give children a greater chance of success. However, it is only natural that from time to time grievances can arise.

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

<table>
<thead>
<tr>
<th>STUDENTS with a grievance should</th>
<th>PARENTS with a grievance should</th>
<th>STAFF MEMBERS with a grievance should</th>
</tr>
</thead>
<tbody>
<tr>
<td>STEPS:-</td>
<td>STEPS:-</td>
<td>STEPS:-</td>
</tr>
<tr>
<td>1. talk to the person about the problem.</td>
<td>1. arrange a time to speak to the relevant staff member about the problem.</td>
<td>1. arrange a time to speak to the person concerned.</td>
</tr>
<tr>
<td>2. talk to a staff member about the problem at an appropriate time.</td>
<td>2. <strong>Please Do Not</strong> enter the kindergarten about a major grievance to see staff without prior arrangement.</td>
<td>2. Allow reasonable time for issue to be addressed.</td>
</tr>
</tbody>
</table>
| 3. if you feel uncomfortable, speak to someone, ‘who you feel comfortable with.’ | 3. let the staff member know what you consider to be unjust or unfair action. | 3. if the grievance is not addressed, speak to -
| 4. if issue unresolved speak to your parent(s) caregivers. | 4. allow reasonable timeframe for issue to be addressed. | - your Director
- a nominated grievance contact person
- H&S rep
- Racial/Sexual harassment
- Union rep.
|                        | 5. if the grievance is not addressed arrange a time to speak with the Director. | (Ask their support in addressing the grievance by - speaking to the person involved on your behalf
- acting as a mediator in a meeting.) |
|                        | 6. if you are still unhappy, please arrange a time to resolve the issue with Partnership Director. | 4. If you are unhappy arrange a time to speak to the District Director. |

Note: Parent(s) with a grievance about Kindergarten Policy
- arrange a meeting time with the Director to discuss your concern.
- Allow reasonable time frame for issue to be addressed.
- If you are still unhappy arrange a time to resolve the issue with the Partnership Director.

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New DECD policy 2012