

## GRIEVANCE POLICY

### GRIEVANCE PROCEDURE

Good relationships within the Centre and community give children greater chance of success as learners. In the event of a grievance the following guidelines are used.

The principals of this procedure are;

- Everyone has a responsibility to treat others with integrity and respect, and is accountable for their own actions.
- Meetings to discuss grievances will be suspended if any person/s behave in a way that is victimizing, unwelcoming, offensive, and abusive, belittling or threatening a person.

Steps for Children with a grievance, with adult support.	Steps for families with a grievance.	Steps for staff with a grievance.
<ol style="list-style-type: none"> <li>1. Ask the person to stop the behavior that has caused the grievance.</li> <li>2. Play in another area or with other equipment if possible.</li> <li>3. If the behavior continues ask an adult for support.</li> <li>4. The adult will help by talking to the other child about their behavior.</li> <li>5. Staff will carry out the sites behavior management policy</li> <li>6. Staff will set up a behavior guidance management plan if necessary.</li> </ol>	<ol style="list-style-type: none"> <li>1. Please do not come about a major grievance without a prior arrangement.</li> <li>2. Arrange a mutually agreeable time to speak to the relevant staff member about the grievance.</li> <li>3. Let the Director know in writing what they consider the issues to be and possible solutions.</li> <li>4. Allow a reasonable timeframe for the issue to be addressed.</li> <li>5. If the grievance is not addresses arrange a time to speak with the Governing Council Chairperson or member.</li> <li>6. If the grievance is still unresolved the Director will arrange a time to discuss the issue with the Regional Director.</li> </ol>	<ol style="list-style-type: none"> <li>1. Arrange a mutually agreeable time to speak to the person concerned.</li> <li>2. Let the Director know in writing what they consider the issues to be and possible solutions.</li> <li>3. The Director will acknowledge the complaint, analyse the issues, and clarify the complaint and possible solutions. The Director will decide whether this procedure is appropriate or an alternative procedure. An ED155 form may be used to report the incident.</li> <li>4. If appropriate the Director will arrange for a formal investigation of the complaint including a conference with the parties and an external mediator if necessary. More than one session may be necessary until resolution is gained.</li> <li>5. The parties will be informed of the complaint in writing and the case will be closed.</li> </ol>