



## Grievance policy

Date Reviewed:

June 2, 2021

Regulation:

168 (2)(o)

Standards:

6, 7

### Aim

To provide families, employees and Woden Valley Child Care Centre (WVCCC) Committee members clear guidelines to follow in the event of a grievance and to ensure that a fair and confidential outcome is realised.

### Implementation

All grievances are dealt with fairly, equitably and promptly and wherever possible in an informal manner. If a grievance cannot be resolved informally with the persons involved, a formal grievance process will commence.

In fairness to those involved, grievances raised anonymously that relate to an individual employee are not investigated by the WVCCC Committee or service management, unless it is a mandatory reporting concern. The resolution of grievances is expected to be done in an ethical, equitable and respectful manner and anonymous grievances pose significant issues in ensuring the investigation is dealt with in this manner.

### Resolution of grievances between parents/guardians/families and employees

On enrolment parents/guardians are provided with a copy of the services philosophy, enrolment handbook, and a list of WVCCC policies. Parents/guardians are provided with access to policies electronically, (via StoryPark), and in hard copy in the family library in the service foyer.

Should a conflict arise between a child's parent/guardian and an employee, the parent/guardian will discuss the issue with the relevant employee. If the parent/guardian still feels further action is necessary, the parent/guardian will discuss the issue with the Senior Educator, or Director where it relates to a senior employee.

Additionally, if an employee wishes to raise an issue with a parent/guardian, the issue should be discussed with the parent/guardian in the first instance, followed by the Senior Educator or Director.

Should an employee have concerns relating to a parent/guardian's behavior, attitude or conduct towards an employee, a child, family of the service, or the service in general, the employee will raise these concerns with the Director to identify appropriate action to be taken.

In all circumstances the affected party will clearly identify the particular grievance, the issues and relevant parties involved.

If after discussion with the Senior Educator or Director, the parent/guardian or employee is still unhappy with the resolution of the issue, the parent/guardian or employee may choose to raise the issue with the WVCCC Committee through writing to the Committee secretary.

Should a grievance be communicate to the WVCCC Committee, the Committee will discuss the grievance, identify steps for resolution and convey the Committee's decision and reasoning to the parties involved through written response. A written response will be provided within 28 days of the grievance being tabled at a meeting of the executive.

If a grievance concerns the WVCCC Director or a member of the WVCCC Committee, the Committee may deem it appropriate for that person to be absent from its discussions relating to the grievance.

If a parent/guardian has followed this procedure and is still unhappy with the resolution of the issue they may choose to refer the issue to The Children's Education and Care Assurance, (02 6207 1114) and/or The ACT Human Rights Commission, Children and Young People Commissioner (02 6205 2222).

If an employee has followed this procedure and is still unhappy with the resolution of the issue, and the employee is a member of a relevant union or professional body, they may choose to refer the issue to the relevant union or professional body.

### **Resolution of grievances between WVCCC Committee members**

On appointment to the WVCCC Committee, members are given

- A copy of the associations constitution;
- A copy of the services philosophy; and
- A list of all service policies and access to copies of essential policies, including this policy.

Discussions that take place during Committee meetings are confidential.

Should a Committee member be dissatisfied with the way a decision has been reached at a Committee meeting or with a particular action of the Committee, they will raise their concern with the WVCCC chairperson and seek to have their grievance tabled at the next Committee meeting. In the event of an irresolvable conflict, a special Committee meeting may be called in accordance with the WVCCC's constitution. The Committee will determine a course of action agreed to by a majority vote.

### **Resolution of grievances between employees (including the WVCCC Director)**

Employees who have a grievance with another employee should talk directly to the employee concerned to attempt to resolve the issue. This is to be done in a sensitive and respectful manner. Any employee involved in a grievance should abide by WVCCC's privacy and confidentiality policy. Employees or families of WVCCC external to the grievance are not to become involved in the grievance itself, or the resolution. If unable to resolve the situation, the relevant Senior Educator followed by the Director, should be called upon to commence a private and confidential conflict resolution for both sides.

If an issue continues to be unresolved, the employee will be advised of other formal channels available, such as legislative bodies.

WVCCC will keep record of any written (letters, emails, notes) or verbal (phone calls, meetings) communication, in private and confidential manner.

## References

- Australian Children's Education and Care Quality Framework (ACECQA), 2011, *Guide to the Education and Care Services National Law and the Education and Care Services National Regulations*, accessed 15th December 2014, <http://acecqa.gov.au/Article.aspx?pid=51&gcpid=2&acpid=372>
- Australian Children's Education and Care Quality Framework (ACECQA), 2011, *Guide to the National Quality Standard*, accessed 15th December 2014, <http://acecqa.gov.au/nationalquality-framework/the-national-quality-standard>
- Australian Government Department of Education, Employment and Workplace Relations for the Council of Australian Governments 2009. *Belonging, Being & Becoming-The Early Years Learning Framework for Australia*, viewed 7 July 2016, <https://docs.education.gov.au/node/2632>
- Bruce Ridge Early Childhood Centre and Preschool Enterprise Agreement 2012-2015
- Bruce Ridge Early Childhood Centre and Preschool Association Incorporated Constitution
- Calvary, 2014, *Zero Tolerance of Workplace Bullying & Harassment Policy*, Canberra, Australia