

GRIEVANCE POLICY

NQS

QA4	4.2	Management, educators and staff are collaborative, respectful and ethical.
	4.2.1	Management, educators and staff work with mutual respect and collaboratively, and challenge and learn from each other, recognising each other's strengths and skills.
	4.2.2	Professional standards guide practice, interactions and relationships.
QA7	7.1	Governance supports the operation of a quality service.

AIM

We aim to investigate all complaints and grievances with a high standard of equity and fairness. We believe in team collaboration to ensure a safe, healthy and harmonious work environment.

IMPLEMENTATION

- The service understands the grievances occur in all workplaces and handling them properly is important for maintaining a harmonious and productive work environment. The aim of these guidelines is to assist you to deal with grievances so that small issues or problems do not escalate and to ensure fairness for all individuals involved.
- Educators who have a grievance should talk directly to the educators they have grievance with. Both should try to resolve the issue and develop solutions to ensure that the problem does not happen again.
- Privacy, confidentiality, respect and open-mindedness must be following during any discussion that will not take place in front of children.
- Ethically, other educators or parents/caregivers should not be involved in an individual concern and it is not ethical for that concern to affect relationships. If unable to resolve the situation, the Nominated Supervisor should be called in to start a private and confidential conflict resolution for both sides. The Nominated Supervisor's role is to be non-bias and fair when dealing with a problem and to maintain confidentiality. Only necessary educators will be informed of the outcome of any conflict resolution.
- Educators are encouraged to communicate openly with the Nominated Supervisor. Problems can be discussed formally, informally or at an educator meeting if appropriate and if it does not put the privacy or confidentiality of an educator at risk. Team-work is encouraged amongst educators and having respect for other team members is crucial.
- Educators who belong to a union may contact the union at any time if they have major concerns.
- If any grievance is related to suspected or actual unlawful authority, the issue must be raised with the Nominated Supervisor immediately and privately.

Parent Grievances

Any parent/caregiver with a concern or complaint refer to the Grievance (Families) policy.

SOURCE

Education and Care Services National Regulations 2012

National Quality Standard Revised 2018

Early Years Learning Framework / My Time Our Place Framework

REVIEW

The policy will be reviewed annually.

The review will be conducted by:

- Management
- Employees
- Families
- Interested Parties

Policy reviewed; June 2023

Next up for review; June 2024