Risdon Park South Kindergarten
Grievance Procedure

At Risdon Park South Kindergarten we support all children, staff, parents and community members to raise any issues or concerns that may affect their learning or general well being. We have the responsibility to listen to and manage any grievances and deal with them in an appropriate manner.

The preschool will not always be able to meet everyone's needs however we will endeavour to do the best we can in the given situation.

The usual procedure to be followed in addressing a grievance is in the first instance, to approach the person with whom you have the grievance. However, if you feel you are unable to do this, the following is a set of guidelines you may wish to consider. It is important that these grievances are kept CONFIDENTIAL.

Children
1. Speak to a staff member about the problem
2. Speak to someone they feel safe with.

Parents
1. A parent with a concern raises it appropriately with the person concerned.
2. If the grievance is not resolved, arrange a time to speak to the Preschool Director.
3. If the grievance remains unresolved arrange to speak to the Regional Director or an Assistant Regional Director
   Port Pirie Regional Office: 8632 0600
   Kadina Regional Office: 8821 2555
   Clare Regional Office: 8842 6650

Staff
1. Arrange a time to speak to the person/people concerned.
2. If the grievance is not resolved, speak to the Preschool Director.
3. If the grievance remains unresolved arrange to speak to the District Director
4. Intervene early, to avoid conflict and future problems.
5. Monitor and evaluate practices regularly.

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Signed:  
Chairperson – Governing Council

Director – Risdon Park South Kindergarten