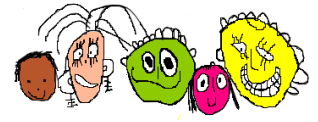


# Hamilton Community Pre-School

"Where discoveries, learning and fun connect"



## Information Sheets for Parents:

# ***Complaints and Grievances***

### **National Quality Standard – Quality Area 7**

Element 7.1.2 – Management Systems. Systems are in place to manage risk and enable the effective management and operation of a quality service.

Hamilton Community Pre-School is committed to constant improvement, the efficient handling of any complaints and the rectification of any area of the Pre-School which could be improved.

We believe that all parents have a right to be heard and to make comments on the running of the Pre-School. We endeavour at all times to respect the contribution of consumers and to take notice of their comments and concerns in a responsible manner.

A complaint is anything that the consumer feels is unfair or makes them unhappy with the service. Complaints or grievances may be received from anyone who comes in contact with the Pre-School, such as parents/guardians, educators, committee members, volunteers, students, local community and other agencies.

The difference between a grievance and a complaint is whether the subject matter relates to the child, educators, committee members, parents etc or the constitution. In most cases, dealing with complaints and grievances will be the responsibility of the Director and/or committee of management, and all complaints need to be assessed as to whether they are a general or a notifiable complaint. When a complaint has been assessed as 'notifiable', the committee will be required to investigate and take any actions deemed necessary, as well as respond to requests and assist with any investigation by the Regulatory Authority.

There may be occasions when the complainant reports the complaint directly to the Regulatory Authority. If they notify the committee about a complaint they have received, the committee would still have responsibility for investigating and dealing with the complaint as outlined in this policy, alongside a potential investigation by the Regulatory Authority.

The Pre-School has a very comprehensive complaints and grievances policy which outline definitions, the necessary steps to address a complaint and whom to contact.

Families' first major engagement with the service occurs during the enrolment process. The enrolment process presents an opportunity for services to share information about its operations, philosophy and governance with families.

Hamilton Community Pre-School encourages families to assist with the orientation process and give us lots of important information that will help your child feel safe and comfortable at Pre-School. When families are given the opportunity to provide information about their children this will assist educators to get to know them and help them settle into the program, families feel that their suggestions are clearly valued and that they are regarded as partners in their child's experience at the service.

This partnership between the Pre-School and the family strengthens, when educators seek further information from families while assessing children's progress and planning their individual goals.

We encourage families to make comments and post special events onto our Storypark program as well as to become involved in ways that suit your current commitments, availability and skills. For example families can contribute by helping with excursions, attending special events, joining and or attending committee meetings, reading and commenting on information on all communication platforms, completing surveys, showcasing your expertise with the children and assisting with small jobs that we need (for example: washing dress up clothes, small maintenance issues) .

We constantly seek and encourage families' meaningful involvement in the service, families are included as co-contributors to decisions and can influence service programs, policies and planning processes. This is done through Committee meeting, surveys communication platforms. We use a range of strategies to cater to the diversity of family preferences on information sharing and engagement.