

# **PARENT GRIEVANCE POLICY**

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## **PROCEDURES**

- Parent concerns will be dealt with by a Qualified Child Care worker.
- Parents are encouraged to alert Assistant Director and Extended Services Director to any concerns as soon as possible so that they can be dealt with immediately.
- If the issue is not resolved with staff, or is of a more serious nature, the parent or staff may take the matter up as a formal grievance.
- Formal grievances will be dealt with by the Extended Services Director/Assistant Director.
- If the matter remains unresolved, the issue can be considered by the Governing Council following a request by either the Extended Services Director or Parent.
- The client/parent should place their concerns in writing to the Chairperson or Secretary asking that the Governing Council address the issues.
- All Governing Council members will be informed of the correspondence – this includes the Director/Assistant Director.
- Members of the Governing Council will discuss the concerns.
- The Governing Council will make a decision on the matter.
- The Governing Council will treat any matters raised in confidence.
- The client/parent shall be advised in writing of the Governing Council decision.
- The client/parent may request a meeting with an Executive member.
- In all situations of parent grievances, the Director/Governing Council will attempt to address the grievance in a constructive manner in a reasonable time frame. If however, all attempts to resolve the issues over a period of time do not resolve the grievance, it may be felt that the child and family needs may be more appropriately met in an alternative service.

