

PRESCHOOL GRIEVANCE POLICY

GRIEVANCE PROCEDURE FOR PARENTS/CAREPROVIDERS

- Grievance should be raised directly and confidentially with the Director of the Centre.
- The grievance will be dealt with at the earliest possible opportunity.
- If the problem is not resolved then the matter must be addressed in writing to the Centre Governing Council
- The Governing Council will follow up in writing.

If the above steps are unable to resolve the matter;
Regional Director (Limestone Coast) will become involved.

All matters will be treated confidentially.

Source : DECS Grievance Policy and Procedures.