



Grievance Procedure for Parents/ Guardians Policy

Parents are encouraged to follow the Grievance Procedure to resolve any concerns they may have and should feel comfortable in doing so. Any issues will be dealt confidentially and should be resolved as quickly and as effectively as possible.

Aim:

For all complaints and grievances to be dealt with in a fair, consistent, and confidential manner.
For all complaints and grievances to be dealt with in a timely manner.
For all outcomes to be satisfactory and respectful, and to result in changes to policies and procedures when required.

Procedures:

1. In the first instance any parent with a concern or grievance should consult with the Team Leader of the room or the Director/Assistant Director about that grievance.
2. Complaints alleging that the safety, health or wellbeing of a child was or is being compromised requires immediate notification to Piccoli Bambini Administration for a private investigation to be conducted.
3. On receipt of the results of the investigation, the Director/Assistant Director will interview the parent either in person or by phone to discuss the results of the investigation within 7 days. If meeting in person, parents may be supported by a friend or family member.
4. The Director/Assistant Director will then meet with the team leader and educator (if relevant) to discuss the grievance and recommend any necessary action.
5. The Director/Assistant Director will advise the parent and all concerned parties of the recommendations within 15 working days from the grievance meeting.
6. If Parent or Guardian is not satisfied with the actions taken by the school administration, parent has the right to terminate without an Early Termination Fee penalty.

My signature below indicates that I have received a copy of the discipline policy, it has been reviewed with me, and I have read and understand this policy.

Signature: _____ Date: _____

Parent's Name: _____ Child's Name: _____