Raising and Resolving concerns

**CONTEXT**

Good relationships between home and pre-school give our children a better chance of success. Student learning is at the heart of everything we do. Our learning, teaching and care programs are underpinned by our commitment to the following principles:

1. A constant focus on quality and standards.
2. Equity and access for all students
3. Accountability
4. Partnership

This pamphlet provides information about avenues of communication, which strengthen the partnership between parent/care providers and the pre-school providing quality education. It acknowledges the importance of the relationship between caregivers/parents and staff.

Your concerns may relate to:

Your child’s progress and development
Your child’s behaviour
Centre policies
Another child
Other Centre related issue

General Centre matters might be:

- Excursions
- Or comments about Centre policies
- Or concerns about facilities
- Student free days
- Or others
1.3 **PROCESS FOR RAISING CONCERNS**

The usual procedure to be followed

1. In the first instance arrange to talk to the person who knows about the situation,
   - The Director
   - The Teacher
   - Early Childhood Worker
   - A Governing Council Member

   It will always help the situation if you are calm and honest in your approach. You should not approach children directly.

2. Your concern deserves time in order to be resolved. Let the person know about your concern with a note or telephone call. This means they will be prepared and have all of the necessary information. A time can then be set up which suits you both.

3. If at the end of this meeting the problem still is not able to be resolved you may contact the Regional Office. The Regional Officers will need to be sure that attempts have been made to sort out the issues, using the process described above.

4. You are able to contact the Parent Complaint Unit on 1800 677 435 at any stage whether it's for advice and support about a concern or complaint or to objectively reviews complaints that have not been resolved at the centre or regional level.

There will be times when you feel, for a variety of reasons, that you are unable to speak to the person described as the first point of call. If this is the case, let the Director know. Where possible it is best if you speak directly to the person concerned.

All personal matters such as those about children, parents or staff relationships should be raised directly with the centre through the Director or another staff member, in a confidential manner.

1.4 **ROLES AND EXPECTATIONS**

**PARENTS/CHILDREN CAN EXPECT**

- A safe learning environment
- A balanced curriculum
- Information about all aspects of children's education
- Information about Centre policies and procedures
- Opportunities to put their point of view and express opinions and concern
- To be treated fairly and equitably
- Opportunities to be involved and to participate in activities in the Centre
- Clear accessible communication channels
- Confidentiality
THE CENTRE EXPECTS
Support for Centre policies and procedures such as Behaviour Management, Sun Safe and Health Policies.

Parents to treat staff with respect and listen to their point of view

Concerns will be raised at the Centre through the agreed channels including the Centre’s documented Resolving Concerns Procedures (this document)

Confidentiality will be maintained.

Mediators
Counsellors or social workers may be able to assist in the resolution of some concerns.

Advocates
Support might be enlisted in specific areas about particular concerns, such as students with disabilities.

Support People
At times support people might be enlisted to assist in the resolution of concerns or to debrief with the person or attend a meeting with another person.

1.5 CONFIDENTIALITY STATEMENT
It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely.

When the matter is discussed in the child’s hearing, it is important that the child understands that you have confidence that the issue will be resolved confidentially, at the Centre level. Criticism of the Centre or staff does not support the child’s education as it can undermine trust and confidence.

Similarly, staff are expected to keep concerns that have been raised confidential and must not discuss the issue/s in front of children. Staff would also expect the matters to be resolved with parents and care givers appropriately.

CONTACTS
Director : Amy Hunt 85836041
Teacher: Coralie Dixon 8583 6041
Governing Council Chairperson: Katherine Inwood
Murray Mallee Regional Office Berri: 8595 2323
Parent Complaint Unit: 1800 677 435