



### **EMPLOYEE GRIEVANCE NQS 4.2 Version 1.11**

Keithcot Farm Children's Centre provides a high quality education and care service and recognises that misunderstandings or concerns can arise between staff and between staff and management. Complaints and grievances can be a potential positive for change and improvement in practice when resolved appropriately. The Children's Centre will make all attempts to manage the complaint / grievance to achieve a positive outcome and will ensure that grievances are handled as quickly and fairly as possible. Confidentiality will be exercised throughout the grievance process – refer to Governance and Management of the Service policy.

Good communication assists in the avoidance of conflict and therefore the Children's Centre encourage and promote staff to initially raise their concern or grievance with the relevant person, be it a staff member or management, following 'The 48hr rule'. The 48 hour rule is discussed at Induction and reviewed at the year's first staff meeting and a copy of this procedure is kept in the staff handbook.

In order to resolve an issue as quickly as possible, the following procedure will be implemented:

- If the grievance is not resolved through the initial discussion, the problem may be discussed directly with the Assistant Director or the Director. The staff member involved must produce documentation of issues; and outcomes of strategies used to attempt to resolve the issue.
- When the matter is related to staff and is unable to be resolved through discussion with the staff member, then the grievance should be discussed with the Director of Education and Care until a resolution is made. If the grievance is not resolved in a satisfactory manner by the Director, then the matter should be referred to the Education Director at DECD responsible for the site via the Felixstow office, Phone 8366 8864

Business SA recommends Rally Consulting for Educators employed by the Governing Council who may require counselling. They can be contacted on 8239 2611, <http://rallyconsulting.com.au> or [admin@rallyconsulting.com.au](mailto:admin@rallyconsulting.com.au) For Educators employed by DECD, they access an employee assistance program through Converge International on 1300 687 327 or at [convergeinternational.com.au](http://convergeinternational.com.au)

Records of any grievance will be kept in line with the Freedom of Information Act.

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**REVIEWED:** July 2008, March 2009, January 2010, January 2011, January 2012, January 2013, January 2014, January 2015, January 2016, January 2017, January 2018  
**TO BE REVIEWED:** January 2019  
**SOURCED:** DECS Complaint Resolution for Employees Policy (2007)  
48 Hour Rule (DECS 1999)  
Freedom of Information Act 1991  
Children's Services Act 1985  
<http://rallyconsulting.com.au>