

EMPLOYEE GRIEVANCE Version 1.13

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. The Centre staff are expected to look at conflict in a positive way, ready to learn something new, reflect on good quality practice, improve work relationships and ultimately provide better care and education for children.

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 leader, following 'The 48hr rule'. The 48 hour rule is discussed at Induction and reviewed at the year's first Professional Learning Day 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 a staff member is not confident to initiate a conversation with another staff member, they may request support from the Director.
- 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.
- If the grievance is not resolved in a satisfactory manner by the Director, then the matter should be referred to the Education Director at DfE responsible for the site via the Felixstow office, Phone 8366 8864

The Centre may engage in the resources of an independent Conflict Resolution Service to assist with the mediation of a dispute. For Educators employed by DfE, there is access to an employee assistance program through EAP.

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

CREATED: November 2007

REVIEWED: July 2008, March 2009, January 2010, January 2011, January 2012, January 2013, January 2014, January 2015, January 2016, January 2017, January 2018, January 2019, September 2020, September 2021

TO BE REVIEWED: September 2022

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>
Childcare Centre Desktop 2020