

Grievance Policy

The St. Pius X OSHC Service is committed to creating and maintaining positive and harmonious relationships in all areas of the service; the committee, management, parents, staff and children. All committee members and staff have the right to a harmonious and responsive working environment. All children and families involved in the service are to be listened to and respected. Solutions are to be sought for all disputes, issues or concerns that affect the operation of, and people within, the service in a fair and prompt manner.

Grievances/Complaints can be made in the following manner:

- Verbally, in person or by phone
- in writing, via email, fax or mail
- the suggestion box
- feedback forms.

The service will maintain a register of complaints, processes and outcomes. Recorded complaints will be reported confidentially at quarterly OSHC committee meetings to monitor any issues or trends.

Notifiable complaints, as identified in the Education and Care Services National Law will be reported to the Education and Early Childhood Services Registration and Standards Board within 24 hours by the Nominated Supervisor. Notifiable complaints refer to a breach of the law or where the safety, health or wellbeing of a child has been, or is, compromised.

OSHC Committee

- Committee members will be provided with clear written guidelines detailing grievance procedures
- Committee members will be provided with clear information about their roles and responsibilities and detailed guidelines about the service's philosophy, policies and procedures
- All discussions during committee meetings will be treated as confidential
- If a committee member is unhappy with the way a decision has been reached at a committee meeting or with a particular action of the committee, they may:
 - ask to have the grievance tabled at the next meeting for open discussion or,
 - discuss the problem with the chairperson or principal
- If the matter is not resolved the executive will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member/s.
- If the matter is still not resolved it will be taken to school board. The board will determine a course of action, agreed to by the majority. If the aggrieved committee member/s continue to initiate conflict, they will be asked to step down.

Families

- Clear written guidelines detailing grievance procedures are available on the St Pius X OSHC website, in family handbooks and in the policy folder available at the service.
- The service's philosophy, policies and procedures are available for all families.
- All confidential discussions with parents will take place in a quiet area away from others if possible.
- Families are able to raise a grievance anonymously, however they must realise that this may impact upon the effective resolution of the grievance.

Parent and staff conflict/Parent and management conflict

- The person should raise the issue with the OSHC Director in the first instance
- The OSHC Director will thoroughly investigate the issue and mediate a solution with the parties involved.
- If the grievance is against the OSHC Director, the person should go straight to the principal, or they may prefer to speak to the Assistant Director.
- If the parent still feels the problem is not resolved, the director or parent may take the matter to the principal or OSHC committee for guidance.
- The principal/committee will advise the director of its decision and the director will convey that decision to the parent and the staff member concerned, or the committee/principal will directly contact the parent concerned to advise of the decision.

Staff conflict

- All staff members are provided with Grievance procedures and Managing conflict through mediation guidance in their staff handbooks at orientation.
- The person should raise the issue with the OSHC Director in the first instance
- The OSHC Director will thoroughly investigate the issue and mediate a solution with the parties involved.
- If the grievance is against the OSHC Director, the person should go straight to the principal, or they may prefer to speak to the Assistant Director.
- Staff may have a union representative or other person present at any meeting or interview and may withdraw from the process at any time.

Parent and other child conflict

- If a parent is unhappy with the behaviour of a child who is not their own, they are NOT to approach the child, but rather, approach the Director or another staff member to help resolve the issue
- If they feel the issue has not been resolved effectively, they can contact the principal, and if still no satisfaction can then move onto an outside authority such as the SA Regulatory Authority or the Catholic Education Office.

Children

- Children may access the Grievance policy through conversations with educators, discussions with families and a poster in the service.
- Children should approach the director regarding grievances or put a note in the suggestion box.
- The director will investigate the issue and mediate a solution with the parties involved.
- If the grievance is with the director, they should approach the assistant director.

Child and staff conflict

- If a child has a grievance towards a staff member they should notify the Director
- The Director will investigate with all parties and mediate.
- If the Director feels it is warranted, in the case of more serious issues, he/she will inform the child's parents of the issue and will investigate the problem and mediate a solution with all parties involved.

If no resolution can be reached, grievances may be referred to the Approved Provider, the South Australian Commission for Catholic Schools (8301 6600) or the SA regulatory Authority (1800 882 413).