



NARNIA CHRISTIAN PRE-SCHOOL AND EARLY CHILDHOOD CENTRE

ACN 002 919 584

(Administered by St. Philip's Christian Education Foundation Ltd.)



Foundation Office
For the Whole of Their Life

Complaints and Grievance Policy

Narnia formally recognizes a child and family's right to privacy, dignity and confidentiality, parents who have any concerns or complaints or who wish to discuss matters of a more confidential nature should use the following procedure. As is required by the Child Care Act 2002, the following grievance policy may be implemented by any parent of a child enrolled at Narnia.

Narnia Christian Preschool and Early Childhood Centre will aim to resolve all difficulties and problems in a Scriptural way that honours God and respects the individuals involved.

Families are encouraged to discuss grievances in person and/or in writing with their child's Educator or with the Director. All suggestions are taken seriously, considered and discussed amongst the staff and management where necessary. All grievances will be tracked and analysed to help improve systems, procedures and policies within the Centre.

Parents are encouraged to add comments to the day sheet in each room.

- Teachers will discuss any grievance they have with the Director who will provide advice and support
- Grievances are to be dealt with in a professional manner by Educators and Management
- Open and professional communication will be used and encouraged
- All parties involved will be kept informed as the process or resolution is achieved
- All grievances will be handled in a timely manner
- Educators will listen and give their undivided attention to a parent or another Educator. A meeting time will be made if necessary to ensure that the Educator can give their full attention
- Educators will attempt to reach a satisfactory outcome with all persons involved
- Privacy will be respected
- Grievances will be documented by the Educator and a copy filed. The complaint will be posted to ACECQA within 24 hours of the complaint.
- If Educators are unable to solve the grievance- the matter will be handed over to the Director
- If a parent has a request that is contrary to the centre's policies, it will need to be presented in writing to the Director and discussed with the Approved Provider.
- Any complaint/incident received by the Approved Provider which pertains to a licensing issue/legislation must, unless it is of an obviously trivial nature:
 - Notify by post of the complaint to the Regulatory Authority within 24 hours of the complaint
 - Notify by post to the Regulatory Authority of any action taken in response to the complaint within 24 hours of the action taken.

Contact Details:

Phone – 1800 619 113

Website: www.dec.nsw.gov.au; www.det.nsw.edu.au

*This policy links to the following:
National Quality Standards: 6.1, 7.3
Education and Care Service National Regulations 2011: 168, 173, 176*