At Port Pirie Community Kindergarten we promote open communication and believe that we provide a welcoming, supportive & safe place for children, parents and staff. We aim to build positive, open relationships between all members of our preschool community. However, in the event of a grievance, the following guidelines must be used. For further details refer to the Department's documents: - “Grievance Procedures for Employees” & "Grievance Resolution Policy" (located on DECD website)

**PRINCIPLES OF OUR POLICY**:  
- Everyone deserves to be treated with respect  
- Meetings to discuss grievances will be suspended if any person(s) behave in an insulting or offensive manner

<table>
<thead>
<tr>
<th>CHILDREN With a grievance should</th>
<th>PARENTS/CARERS With a grievance should</th>
<th>STAFF With a grievance should</th>
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| 1. Children are encouraged to say "Stop it, I don't like that" and talk to the person about the problem.  
2. Seek help from a staff member to talk to the person about the problem or talk to their parent/carer.  
3. Staff will use protective behaviour strategies to teach the children to use assertive language and express their feelings | 1. Arrange time to speak to the relevant staff member about the problem.  
2. Allow a reasonable time frame for the issue to be addressed.  
3. If the grievance is not addressed satisfactorily, arrange a time to speak with the Director about the situation.  
4. If your grievance is still not resolved, arrange a time to discuss the situation with the Regional Director or a Representative at the District Office. | 1. Arrange a time to speak to the person concerned  
2. Allow reasonable time for the issue to be addressed.  
3. If the grievance is not resolved speak to:  
   - Director  
   - OHS&W rep  
   - Union Rep  
   - Other in DECD  
   Ask for their support in addressing the grievance by:  
   - Accompanying you to speak to the person  
   - Monitoring the situation  
   - investigating your concern  
   - acting as a mediator  
4. If the issue is not resolved within a reasonable time, arrange time to speak to the Regional Director or representative. |

Review dates: -- (policy will be reviewed annually)  