

Hillcrest Primary School OSHC Grievance Procedures

OSHC Governing council:

Governing council members will be provided with clear information about their roles and responsibilities.

All discussions or concerns during governing council meetings are addressed and will be treated as confidential.

If a Governing council member is unhappy with the way a decision has been reached at a Governing council meeting or with a particular action of the Governing council it may be requested that the grievance will be discussed at the next meeting for open discussion or, discuss the problem with the chairperson or principal.

If the matter is not resolved between both parties, the principal will meet to discuss the problem, try to resolve the situation, and provide feedback to the aggrieved member/s.

If the matter is still unresolved it can be taken further to the school board. The board can then determine further action.

Families:

Our service effectively promotes the required policies, procedures and acts in accordance of the National Quality Framework, all of which are available for families to access.

When an issue arises families are encouraged to discuss any matters with an educator or otherwise the OSHC Director. This concern will then be thoroughly investigated with all parties involved, to find a solution. All confidential discussions with parents will take place in a quiet area away from others when required.

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:

When an issue arises this should be discussed with the appropriate educator or otherwise the OSHC Director. 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 concerned person must go straight to the principal. If the problem is unresolved, the director or parent may take the matter to the principal or Governing Council for guidance.

The Principal/Governing Council will advise the director of their decision and the director will convey that decision to the parent and the staff member concerned, or the Governing council/Principal will directly contact the parent concerned to advise of the decision.

Staff conflict:

All educators are provided with access to the Grievance procedure policy and brochure at orientation.

The issue should be raised with concerned educator in the first instance. If uncomfortable to do so, a discussion with OSHC Director may be arranged.

The OSHC Director will thoroughly investigate the issue and mediate a solution with the parties involved. If dissatisfied with the outcome, staff can speak to the School Principal or OSHC Committee regarding issue of concern.

If the grievance is against the OSHC Director, the concerned person should go straight to the Principal, or they may prefer to speak to the OSHC Committee.

Educators may choose to 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 or dissatisfied with the behaviour of a child who is not their own, they are asked NOT to approach the child, but rather, approach the Director or another educator to help resolve the issue.

If they feel the issue has not been resolved effectively, they may contact the principal, and if still the issue is unresolved they can then move onto an outside authority such as the Governing Council Committee.

Children:

Children may access the Grievance procedure through conversations with educators, discussions with families and a brochure displayed.

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 School Principal.

Child and educator conflict:

If a child has a grievance towards an educator they should notify the OSHC Director.

The OSHC Director will investigate with all parties and mediate.

If the OSHC Director feels it is warranted, in the case of more serious issues, they will inform the child's parents of the issue and will investigate the problem and mediate a solution with all parties involved.

CONFIDENTIALITY

The service will maintain records of complaints, processes and outcomes. Recorded complaints will be reported confidentially at all times and dealt with accordingly to monitor or amend any issues or concerns.

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.

GENERAL ENQUIRIES

If you have any questions or concerns about the service that you would like to speak to educators about you can approach us in person or via phone, email, mail about the following:

- Matters of a general nature (program, policies, menu, etc.)
- Personal concerns relating to your own child or children.

CONTACT INFORMATION

Appointments with the director can be made by:

Phone
0403443641

E-mail
Paige.henderson853@schools.sa.edu.au

OSHC office: STEM Area

To see the Principal please make an appointment at the School Front Office.

To see the Chair person of the Governing Council arrange a meeting directly.

Director: Paige Henderson
Principal: Lissa Hutter

***If no resolution can be reached,
grievances may be referred to:***

SA regulatory Authority: 1800 882 413
ACEQUA: 1300 422 327



HILLCREST
PRIMARY SCHOOL
AIMING FOR EXCELLENCE

OSHC GRIEVANCE PROCEDURES

Hillcrest Primary OSHC Service is committed to providing a safe and supportive environment for all children, educators and families. We will create harmonious relationships in all areas of the service; the committee, management, parents, staff and children and any concerns or grievances will be treated seriously and respectfully.

Grievances/Complaints may be made in the following manner:

- By phone, email or mail
- Suggestion box, feedback forms or surveys.
- In person