SEACLIFF COMMUNITY KINDERGARTEN CENTRE
POLICY

TITLE: Promoting Positive Parent /Staff Relationships

Raising and Resolving Concerns

REVIEW AND REVISION

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<th>Policy Date</th>
<th>Revision No.</th>
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<th>Author</th>
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<td>08/16</td>
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<td>Sharon Jaensch</td>
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Context

Kindergartens are a place where children learn and develop relationships outside of their immediate family. Good relationships between home and kindergarten give our children the best chance of educational success. At Seacliff Kindergarten staff are required to support positive communication between the centre and families. At times families will wish to raise a concern or clarify issues they may have about the centre or their child’s education. The following principles should apply in any resolution of issues raised.

- Children, parents and staff should feel safe and without fear of harassment of any form.
- Priority should be given to listening to and resolving the issues or concerns.
- Parents should be given clear information about the Department of Education and Child Development (DECD) Complaints Procedures so that they can confidently communicate their concerns through appropriate avenues.
- The educational program of the centre should not be disrupted by discussions of matters that can be resolved at a time outside of the children’s session time.

Procedure

GUIDELINES FOR PROMOTING POSITIVE BEHAVIOURS

The Department of Education and Child Development Parent Guide to Raising a Concern or Complaint Brochure provides guidance to parents who wish to provide feedback or raise a concern with the preschool.

All new parents will be provided with a copy of this brochure on enrolment.

In raising a concern parents will be encouraged to:

- Make a time to talk with the appropriate person as soon as possible after an issue or concern arises.
- Negotiate an appropriate time to discuss the concern in a confidential manner.
- If possible provide information about the matter prior to the negotiated meeting time to enable the discussion to be as useful as possible. This may be done verbally, in writing or via a phone conversation.
- At the meeting, issues should be clarified and actions agreed to address the issue(s) or concerns discussed.
- At any stage a follow up meeting to discuss ongoing concerns or share successes may be negotiated.

In the first instance concerns about general preschool matters such as timing of events, preschool policies, facilities etc are most appropriately addressed by the Teacher, Preschool Director or the Preschool Governing Council.
Concerns of an educational or personal matter such as those about individual children or parent and staff relationships should be raised in a confidential manner with the relevant Teacher or the Director.

If a parent is not satisfied that their complaint has been resolved or if the Director is the subject of the complaint parents may choose to contact the DECD Parent Complaints Unit for help.

Roles and Responsibilities

Director
Ensuring implementation of this policy.
Inform staff/parents/guardians of the policy and procedures.

Staff
To support the implementation of this policy.
Support parents/guardians to understand and reinforce the principles outlined in the policy.

Parents
To support the guidelines outlined in the policy while at kindergarten.

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