



# GRIEVANCE

## Section 3

Modbury West OSHC Service fosters positive and harmonious relations between all levels of management, staff, families, children and the community. Every stakeholder has the right to a harmonious and responsive working environment. Solutions are sought to all disputes, issues or concerns that affect the operation of the service in a fair and prompt manner. The Procedure encourages ownership of issues and participation in the resolution process, encompassing theories of Restorative Justice which is a school based conflict resolution practice. The highest standards of confidentiality will be practiced at all times.

- S3-1 Management Committee Grievance
- S3-2 Parent Grievance
- S3-3 Parent Grievance with the Management Committee
- S3-4 Child Grievance
- S3-5 Staff Grievance

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# GRIEVANCE

## Management Committee S3-1

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 Management Committee meeting for open discussion, or
- Discuss the problem with the chairperson of the Governing Council or elected liaison officer.

If the matter is not resolved the Governing Council office bearers 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 the full Governing Council, or, if the matter is urgent, a special meeting may be called to resolve the issue (in accordance with the Governing Council's rules/constitution). The meeting will determine a course of action, agreed to by the majority. This will resolve the matter. If this is not possible, the Management Committee members still in dispute will be asked to step down.



# GRIEVANCE

## Parent Grievance S3-2

Parents / Caregivers / Individuals (hereafter referred to as Parents)

Parents will be provided with clear written guidelines detailing grievance procedures.

Parents will be provided with information about the service's philosophy, policies and procedures.

All confidential discussions with parents will take place in a quiet area away from others.

Parents will have the option of remaining anonymous in providing any information.

The parent should discuss the problem with the relevant person. (If the Grievance is with a child, the parent must refer the grievance to the Director. The Director will then investigate the issue and follow up with all parties)

If, after discussion with the relevant person, the parent feels action is necessary, they should take the matter up with the Director.

Grievances investigated by the Director will involve:

- Interviews with both parties/ and witnesses

- Assessment of relevant documentation eg job description, policies etc

- Preparation of clear description of issues

- Arranging a formal meeting between parties (At all formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting)

If the parent still feels the problem is not resolved, the Director may offer to take the matter to the Management Committee for guidance, or the parent may write directly to the Management Committee to explain the problem.

The Management Committee will advise the Director of its decision and the Director will convey that decision to all parties concerned, or the Management Committee will write directly to the parties concerned to advise of the decision.

Depending on the nature of the grievance, Governing Council may be required to issue advice or a directive.



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## Parent Grievance with the Management Committee S3-3

The parent should discuss the problem with the Director.

If the parent still feels, after discussion with the Director, action is necessary, they should ask the Director to raise the issue at the next Management meeting. Alternatively the parent may write directly to the Management Committee to explain the problem.

The Management Committee will advise the Director of its decision and the Director will convey that decision to the parent concerned, or the committee will write directly to the parent concerned to advise of the decision. If the parent still feels the problem is not resolved they can request a meeting with the chairperson of the Governing Council to discuss the matter further. The chairperson will discuss the issue further at the next Governing Council meeting, at which time the Governing Council's final decision will be made. The Governing Council will write directly to the parent to advise of the final decision.

If any individual is not happy with any decision made by the Governing Council they may contact the Department of Children's Services, North East District's OSHC Project Officer for assistance. Please note OSHC project officers are only available for mediation between the two parties.

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## Child Grievance S3-4

Children are encouraged to talk directly with the person they have a grievance with, alternatively they can approach an adult they feel comfortable with and ask them to follow their grievance procedure for them.

Grievances between children that cannot be resolved through self-motivated discussion will be directed to the staff on duty who will act as a mediator and/or offer support to the parties who have been aggrieved.

At all times the staff will abide with school based Grievance procedures so that children are familiar with processes. In the instance where new staff are unfamiliar with recognised Grievance procedures they will direct the child to another staff member until such a time that they have attained the necessary knowledge. All staff will undergo training and development to ensure that they are following and maintaining recognised Grievance procedures.

In the instance that a Grievance between children cannot be resolved staff shall follow the chain of command:

- Group Leader
- Senior Staff
- Director
- Management Committee

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# GRIEVANCE

## Staff Grievance S3-5

The staff member with a grievance should discuss the problem with the relevant person in a quiet area and in a professional manner.

If after discussion with the relevant person, the staff member feels action is necessary, they must take the matter up with the Director.

The Director will investigate the matter with all parties concerned. Once a decision has been made all parties will be advised of the outcome. Grievances investigated by the Director will involve:

- Interviews with both parties/ and witnesses

- Assessment of relevant documentation e.g. job description, policies etc

- Preparation of clear description of issues

- Arranging a formal meeting between parties (At all formal grievance resolution meetings all parties are entitled to invite a support person to attend. This person does not provide input to the meeting, but may offer support and advice to their party during the meeting)

If the grievance is with the Director, the staff member is encouraged to discuss the issue with the Director, if this is not possible or if the issue remains unresolved the staff member could then discuss the issue with the Director's Line Manager.

If the staff member still feels, after discussion with the Director (or the Directors Line Manager if grievance is with the Director), action is necessary, they should ask the Director or Directors Line Manager to raise the issue at the next Management meeting. Alternatively the Staff member may write directly to the Management Committee to explain the problem.

The Management Committee will consult with Governing Council as necessary.

The Management Committee will write directly to the staff member to advise of its decision.

Independent mediation can be requested by any party at any stage of this process.