STAFF GRIEVANCE POLICY

Principles
As a preschool, we are committed to working together to meet the care and educational needs of our children.
This occurs most effectively when staff and parents are working towards the same ends, which can only happen if there is trust and effective communication between the people who make up the preschool community.
Staff members who work well together, treat each other with respect and integrity, and act to resolve concerns and conflicts promptly and effectively, promote a productive and happy work environment and the psychological health of the preschool centre.

WHAT TO DO IF YOU HAVE A CONCERN

- In the first instance, discuss the question or concern directly with the person involved, stating the problem clearly and objectively. Seek to resolve it in ways that respect the needs of those involved. A third person can be useful as a mediator.
- If you don’t feel confident in going directly to the person concerned, speak to another staff member and seek their assistance in resolving the concern. Documentation is advisable.
- If you are still not happy after action has been taken, inform the Director that your concern still exists.
- If satisfactory resolution at the Pre-School level still does not occur, you may contact Departmental officers to assist – begin with contact with Early Childhood Leader-Julie Offord Phone 82073791

YOU CAN ASSIST THE RESOLUTION OF YOUR PROBLEM BY:

- Addressing the issue, rather than trying to ignore it.
- Stating it clearly and objectively, giving specific instances where appropriate. Documentation is advisable, as is a third person.
- Seeking a Win-Win solution that attempts to meet the needs of those concerned. Mediation.

OUR MUTUAL COMMITMENT WHEN SOMEONE RAISES A CONCERN

- We will listen to concerns with an open mind and seek to understand them.
- We will maintain confidentiality.
- We will treat each other decently.
- We will investigate any relevant issues carefully.
- We will be committed to resolving any problems in ways that respect individuals and attempt to meet the need of all concerned as fairly as possible.
- We will attempt to communicate clearly, sensitively and objectively.

SCOPE
This procedure applies to all department employees and other persons such as volunteers at Victor Harbor Community Kindergarten

REFERENCES
1. Grievance Procedures For Employees In Children’s Services And School Sector - DECD
2. Strategies For Resolving Conflict - article taken from "Negotiation And Resolution In Communication Management"
3. Styles of Handling Interpersonal Conflict And Situations - article taken from "The Nature Of Negotiation In Negotiation"