

POLICY STATEMENT:

Mallee COGS fosters positive relations between all levels of management and staff. Every employee has the right to a harmonious and responsive working environment. Solutions are sought to resolve all disputes, issues or concerns that impact on or affect the day-to-day wellbeing of the Service in a fair, prompt and positive manner.

For the purposes of this policy, a complaint/grievance is defined as:

“An expression of dissatisfaction with a product or service delivered by the Council or its representatives that has failed to reach the standard stated, implied or expected. This includes complaints about a service that has been, or should have been delivered.” (SMDC Complaints Handling Policy 2016)

For the purpose of this Policy, “Parents” include parents, guardians and families.

Rationale:

All personnel involved with the Service have the right to be voice concerns within a warm, caring and positive environment, and have open communication with staff and the management.

Parents need:

- The ability to voice concerns in a positive and confidential manner.
- Positive outcomes to their expressed concerns.

Staff need:

- The ability to raise issues and voice concerns to relevant coordinator in a positive and confidential manner.
- To know that they will be informed of concerns parents have raised if it affects their interactions with children or their daily working environment.

Mallee COGS Management needs:

- An effective grievance policy in place in order to make informed decisions;
- To deal with grievance in a positive manner;
- To address all grievances in a timely manner.

Policy Name and Version No.	Grievance Policy V1.3
Previous Policy Review Date	June 2015
Current Policy Review Date and Resolution No.	April 2018 – 03/0418
Next Policy Review Date	April 2020
Responsibility	COGS Administration Coordinator