



## Grievance Policy

### POLICY STATEMENT

Ivy League Nursery endeavors to provide Parents with a procedure, which ensures that any concern is dealt with promptly in a spirit of consultation, co-operation and resolution. We encourage parents to discuss any concerns regarding the daily care and / or interactions with their child, informally with your child's primary caregiver as soon as it arises. If you believe an issue needs further consideration / discussion then follow procedure below:

### PROCEDURE

The procedure (attached), being an administrative process, may be altered as necessary by the Management.

1. Grievances in regard to the Ivy League Nursery are to be made:

- ◇ Verbally with the Nursery Manager and/or
- ◇ In writing to the Nursery Manager
- ◇ If the grievance is in respect to the Nursery Manager, the matter can be raised with the Proprietor.

2. All grievances will be treated as urgent and are to be acted upon within five (5) working days. Where it is not possible to resolve the grievance within this time frame a letter indicating progress will be sent to the Parent / Guardian.

3. All grievances will be treated as confidential and due discretion applied by both staff and the Parent/s involved.

4. At all times the Parent / Guardian's right to air a grievance will be respected and no discrimination will be applied to the family or child / children as the result of the grievance.

5. On receiving a verbal grievance the Nursery Manager / Proprietor will:

- Acknowledge receipt of the grievance
- The grievance will be documented and filed accordingly. A copy of the documents will be forwarded to the Croydon Council Child and Family Services Team Leader
- An opportunity for further discussion at a mutually convenient time will be arranged between Parent / Guardian and Nursery Manager / Proprietor

On receiving a written grievance the Nursery Manager / Proprietor will:

- Acknowledge receipt of the grievance in writing to the Parent / Guardian
- Forward a copy of the correspondence to the Child and Family Services Team Leader.
- The grievance will be documented and filed accordingly.
- An opportunity for discussion at a mutually convenient time will be arranged between the Parent / Guardian and Nursery Manager / Proprietor.
- Email written outcomes of the discussion will be made available to the client, Nursery Manager Proprietor and Child and Family Services Team Leader

If the matter remains unresolved the Parent / Guardian will be referred to seek assistance from Croydon Council's Child and Family Services Team Leader.

This policy was adopted on: \_\_\_\_\_

Date to be Reviewed: \_\_\_\_\_

Signed on behalf of Ivy League Day Nursery: \_\_\_\_\_

Name of Signatory: \_\_\_\_\_

Role of Signatory: \_\_\_\_\_