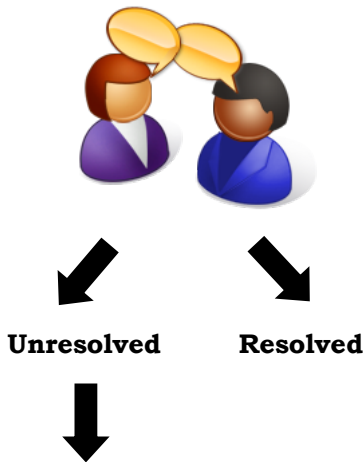


Summary of Complaints and Grievance Management Procedures (non-Staff)

Step 1: Dealing with General Complaints: Informal Discussion with Parties Involved and/or Room Leader/Director



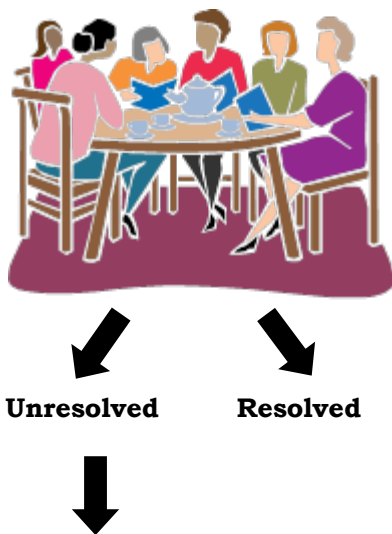
Managing Conflict Guidelines

- People often feel strong emotions during the process of raising and responding to complaints and it is important to empathise with the other's perspective.
- Conflict isn't good or bad and that it is important to get things done.
- Try to diffuse emotions by acknowledging feelings and stating positively a wish to find a solution.
- Actively listen and ask questions to help clarify concerns.
- Avoid responding immediately and defensively to the issues raised.
- Allow each person to speak and be heard equally.
- Balance meeting individual needs with the requirements to provide quality education and care for all children.

Step 2: Formal Grievance Procedure:

- Write to Director/Chair of Management Committee/Human Resources Officer.
- Mediator appointed to investigate, meet with parties involved and make recommendations to Committee.

If, after due process, it is deemed that a member of the Heritage community has not complied with Heritage policies or procedures, the Staff Underperformance and Misconduct or Non-Compliance Policy will apply.



Formal Grievance Meeting Guidelines

- Every attempt will be taken by all parties to resolve the conflict.
- The meeting must be approached with a positive and productive attitude by all parties who must:
 - Deal only with the parties involved.
 - Remove blame and empathise with others' perspectives.
 - Avoid reacting defensively.
 - Allow each person to be heard equally.
 - Listen carefully and not interrupt each other.

The Mediator must guide all parties at the meeting to:

- Define and agree on the problem - what is currently happening?
- Set a goal – what do the parties want to happen?
- Create strategies and solutions to meet the goal – what are the options for resolution?
- Define what actions the parties will each commit to.
- Balance meeting individual needs with the requirements to provide quality education and care for all children.

Step 3: Contact Outside Agency

- For example, call Children's Education and Care Assurance (CECA) on Ph: 6207 1114.