



FORBES PRIMARY SCHOOL

OSHC Grievance procedure

DOCUMENT CONTROL

File Location:	OSHC office
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Approved By: Principal Governing Council	Principal: Kirby Dickinson	Governing Council Chairperson: Cynthia Auchterlonie
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Next Review: 24 Months (08/ 2025)	Policy Scope: School Specific	Date Approved: 4th August 2023
Alecia Cailles, Director	Kirby Dickinson, Principal	Cynthia Auchterlonie, Governing Council

Aim

Forbes Primary School OSHC recognises that issues can arise within the community that may cause staff, children and families distress. This policy aims to resolve grievances by consultation, cooperation and discussion.

Implementation

Parents have the right to be heard within a warm, caring and positive environment and to have open communication with OSHC staff and the Governing Council.

Policy Statement

The Forbes Primary School OSHC aims to uphold positive relationships with all parents and staff. Every parent/guardian has the right to a positive and empathetic response to his or her concerns. Solutions are sought to resolve all disputes, issues or concerns that impact or affect the day to day wellbeing of the service. This will be done in a fair and prompt manner.

Staff or parent/guardian grievance procedure

The parent or guardian should discuss any issues with the OSHC Director.

If the parent/guardian feels dissatisfied after discussion with the director they should then proceed to take up the matter with the Principal.

OR

In the case of a serious concern the parent/guardian can write directly to the principal in the first instance to explain the problem. At any meeting between the person/persons suffering and the Principal, both parties are entitled to be accompanied by a person of their choice.

A record of the meeting must be made including the following applicable information:

- The nature of the grievance and any documentation
- The time/date of any incidents resulting in the complaint
- The names of any witnesses
- Any discussions held and relevant outcomes

Any such record should be signed off as accurate by the people concerned with copies to the family or employee involved and kept in the relevant staff or student file.

The Principal will advise the Director of his/her decision and also convey that finding to the parent/guardian concerned.

If the parent/guardian still feels dissatisfied with the decision, they should write to or take the matter up in person with the Governing Council.

The Governing Council will write directly to the parent/guardian concerned to advise of their decision. The OSHC Director will also be advised.

Last reviewed: August 2023	Next Review: August 2025
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