Morgan Preschool

Raising and Resolving Concerns

**Context**

Good relationships between home and the Preschool give our children a better chance of success. Student learning is at the heart of everything we do. Our learning, teaching and care programs are underpinned by our commitment to the following principles.

1. A constant focus on quality and standards
2. Equity and access for all students
3. Accountability
4. Partnership

This pamphlet provides information about avenues of communication, which strengthen the partnership between parent/care providers and the Preschool providing quality education. It acknowledges the importance of the relationship between caregivers/parents and staff.

Your concerns may relate to:

- Your child’s progress and development
- Your child’s behaviour
- Centre policies
- Another child
- Other centre related issues
- General Centre matters might be:
  - Excursions
  - Centre policies
  - Facilities
  - Others

**Process for raising concerns.**

The focus for resolution will be on issues rather than individuals.

The usual procedure to be followed.

1. In the first instance arrange to talk to the person who knows about the situation,
   - The Director
   - The Teacher
   - Governing Council Member

It will always help the situation if you are calm and honest in your approach. You are asked not to approach the children directly.

2. Your concern deserves time in order to be resolved. Let the person know about your concern with a note or a telephone call. This means that they will be prepared and have all the necessary information. A time can then be set up which suits you both.

3. If at the end of this meeting the problem is not able to be resolved you may contact the District Office on 8595 2305 and speak with Wendy Featherstone. The District Officer will need to be sure that attempts have been made to sort out the issues, using the process described. However, where possible it is best if you speak directly to the person concerned. There will be times when you feel, for a variety of reasons that you are unable to speak to the person described as the first point of call. If this is the case, please let the Director know.

All personal matters such as those about children, parents or staff relationships can be raised directly with the Preschool through the Director or another staff member in a confidential manner.

**ROLES AND EXPECTATIONS**

Parents and children can expect:

- A safe learning environment
- A balanced curriculum
- Information about all aspects of children’s education
- Information about centre policies and procedures
- Opportunities to put their point of view and express opinions and concern
- To be treated fairly and equitably
- Opportunities to be involved and to participate in activities in the centre.
- Clear accessible communication channels
- Confidentiality

The Preschool expects:

- Support for centre policies and procedures such as Behaviour Management, Sun Safe, Nutrition and Health policies.
- Parents to treat staff with respect and listen to their point of view
- Concerns will be raised at the centre through the agreed channels included in this document.
- Confidentiality will be maintained

**Mediators**

- Are available in some communities to assist in the resolution of some concerns such as counsellors or social workers.

**Advocates**

- Support may be enlisted in specific areas about particular concerns, such as students with disabilities.

**Support People**

- At times support people may be enlisted to assist in the resolution of concerns or to debrief with the person or attend a meeting with other people.

**Confidentiality**

It is important that your concerns are kept confidential, and although at times you may wish to seek support from friends or an advocate, it is important to do this wisely. When discussing the matter in the child’s hearing it is important that the child understands that you have confidence that issue will be resolved confidentially at the Preschool level. Criticism of the Preschool or staff does not support the child’s education as it can undermine trust and confidence.

Similarly, staff will keep concerns that they have confidential and will not discuss issues in front of children.

**CONTACTS**

- Director Christina Ziegler 85402321
- Governing Council Chairperson
- District Office 8595 23 23