



GRIEVANCE PROCEDURE

INTRODUCTION

The Grievance Procedure ensures that all persons are presented with procedures that:

- Value the opportunity to be heard;
- Promote conflict resolution;
- Encourage the development of harmonious partnerships and a culture free from discrimination and harassment;
- Ensure that conflicts and grievances are mediated fairly;
- Are transparent and equitable and compliant with legislative requirements.
- Keep confidential, where practicable, the information provided by any person involved with a complaint.

PURPOSE

The purpose of this document is to provide a framework for Prospect and Enfield Kindergym Inc. in dealing with grievances.

PROCEDURE

A trained Member Protection Information Officer (Informed), usually the Administration Officer, will be available to provide advice and feedback to the club on its Member Protection responsibilities and to assist club members by providing information about their rights, responsibilities and options in regard to making a complaint or raising a concern.

If you have a problem please attempt to resolve the issue immediately with the parties concerned. If you are not able to do so, then:

- Please put your issues down in writing and forward the grievance to the President.
 - The President will make contact with you to discuss and work out a strategy to resolve - this may require speaking to the person whom the grievance is about or making an alternative arrangement etc.
- If the grievance can't be resolved this way, an independent mediator may be required between the two parties concerned.
- Once resolved file the written grievance in the lockable filing cabinet in the office under "Grievances", in line with the Privacy Policy.
- The president will follow up with the person with the grievance to ensure they were happy with the outcome.

Policy name	GRIEVANCE1	Approved by	
		Committee on	Sept 2016
		Reviewed	Oct 2021
Source	PEKG	Scheduled review date	Oct 2024