Partnerships with families
9th March to 13th March 2020

Dear Families,

As a part of the continuous improvement required by the National Quality Standard, this week we are:

* comparing the way educators implement supportive relationships with children against the Government’s exceeding measures in this area. If you’d like more information about the practices required to achieve exceeding please let me know
* reviewing our Policy and Procedure Review Policy and Grievance Policy. Summaries follows:

**Policy and Procedure Review Policy**

* We review each policy at least every 12 months, and invite comment and feedback from staff and families as part of our continuous improvement process
* Feedback may be requested through various communication channels, and is welcome at any time
* All policies will be signed and dated at each review
* Policy changes will be advised to all staff and families, and families given at least 14 days notice before changes are made that significantly affect service operations or families’ ability to use the service.

**Grievance Policy**

**Employees, volunteers and visitors will:**

* raise complaint directly with the person concerned and not involve other educators, staff, volunteers or parents
* raise complaint with the Approved Provider/ Nominated Supervisor if unable to resolve concern, or uncomfortable raising matter directly with person
* raise any alleged suspected/alleged unlawful activity (including bullying and child abuse) with the Approved Provider or Nominated Supervisor immediately

**Employees, volunteers and visitors will not:**

* get involved in complaints/ grievances that don’t concern them
* raise complaints with an external complaints body without first using our grievance procedures

**The Nominated Supervisor will:**

* discuss with the complainant within 24 hours of receiving complaint
* properly, fairly, confidentially and impartially investigate complaint
* invite complainant to have a support person present during an interview
* provide all affected parties with a clear written statement of investigation outcomes within 7 working days of receiving complaint
* store appropriate records of the investigation confidentially
* protect the parties from victimisation
* offer external review
* request feedback on the grievance process
* track complaints to rectify  identify recurring issues
* notify regulatory authority within 24 hours about alleged serious incidents or breaches of National Law, or within 7 days of alleged physical or sexual abuse of child at service.

There are copies of the policy near the sign in/out sheet. Please take a moment to read it. We value any feedback you may have.

Nominated Supervisor