

	<b>ALPINE CHILDREN'S SERVICES INC</b>	Approved: Sep 03 Last Review: Jul 09 Review Date: Jul 11
<b>POLICY NAME</b>	<b>GRIEVANCE</b>	
<b>REGULATORY:</b>	<b>Alpine Children's Services Committee of Management</b>	
<b>SOURCES &amp; PROCEDURAL REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Workplace Relations Act, 1996</li> <li>• Occupational Health and Safety Act (VIC) 2004</li> <li>• National Childcare Accreditation Council QIAS 2005</li> </ul>	
<b>POLICY</b>		
<p><b>POLICY STATEMENT:</b>          Alpine Children's Services will create and maintain equitable and positive relationships with all 'stakeholders', to ensure an environment where matters of concern are addressed in a timely and effective manner. Matters of 'grievance' can include dissatisfaction with a care provider, staff member, working conditions, contractor, a parent/guardian or carer.</p> <p><b>OBJECTIVES/PRINCIPLES:</b></p> <ol style="list-style-type: none"> <li>1. Alpine Children's Services promotes discussion, negotiation and resolution between aggrieved parties. This shall be undertaken in a just and effective manner.</li> <li>2. Grievances may be raised verbally or in writing, and need to be addressed to the most appropriate person within Alpine Children's Services.</li> <li>3. Grievances shall be treated confidentially and seriously by staff, with a resolution to be achieved as soon as practicable, with a target of completion within seven working days.</li> <li>4. Grievances raised shall be raised without fear of retribution or jeopardy to the individual(s) position or relationship to Alpine Children's Services.</li> <li>5. In the event the grievance is not resolved, then Alpine Children's Services Manager shall be approached,</li> <li>6. If the grievance is unable to be resolved within a further seven working days, the Alpine Children's Service Grievance Officer shall be contacted.</li> <li>7. The individual with the grievance may request the involvement of a representative to accompany them, which may be a Trade Union, workplace colleague, or other community person, who is acceptable to the parties involved in the grievance resolution process.</li> <li>8. Work routines shall continue normally, remaining as before the grievance was raised, with no person or party being prejudiced during the continuance of work, or the relationship that exists between the parties.</li> <li>9. In the event the grievance remains unresolved, the grievance can be referred to the Industrial Relations Commission, or to the Equal Employment Commissioner, in the event of a work related matter</li> </ol>		

<b>NAME OF PROCEDURE</b>	Grievance	
<b>PURPOSE:</b>	To ensure all staff have the opportunity to raise any concerns and to promote resolution of grievances by discussion, cooperation and negotiation	
<b>SCOPE/APPLICATION:</b>	All Alpine Children's Services stakeholders - staff, care providers, parents, guardians, carers, suppliers	
<b>REFERENCES:</b>	<ul style="list-style-type: none"> <li>• Occupational Health and Safety Act (VIC) 2004</li> <li>• Workplace Relations Act, 1996</li> <li>• ACS Grievance Policy</li> </ul>	
<b>RESPONSIBILITIES:</b>	Alpine Children's Services Manager and Team Leaders.	
	<b>PROCEDURE</b>	<b>REFER TO</b>
	The following procedural steps outline the stages through which the grievance process is managed.	
	<b>STAGE ONE</b>	
	Internal complaints handling mechanism.	
	<ol style="list-style-type: none"> <li>1. In the first instance the aggrieved person shall attempt to resolve the grievance personally with the staff member or Carer/parent or affiliated party.</li> </ol>	
	<ol style="list-style-type: none"> <li>2. Following this the person may raise the matter with their immediate Team Leader and if they still believe the issue is unresolved, the issue is to be raised with the Team Leader and then the Manager. Any of the parties involved have the right to have an advocate or other representative present.</li> </ol>	7 Days
	<ol style="list-style-type: none"> <li>3. If the person with the grievance believes the grievance has not been adequately resolved, it shall be referred to the next level of management, which may be to the Grievance Officer of Alpine Children's Services.</li> </ol>	7 Days

GRIEVANCE PROCEDURE	REFER TO
<p><b>STAGE TWO</b>            The grievance/complaint at this stage would need to be lodged formally in writing to the Manager of Alpine Children’s Services.</p> <ol style="list-style-type: none"> <li>1. This stage in the procedure would provide reassurance and support for those people who felt that their problem was not resolved satisfactorily by the first stage of mediation.</li> <li>2. This second stage would be entered into where those grievances:               <ul style="list-style-type: none"> <li>• were not able to be satisfactorily resolved by the Manager of Alpine Children’s Services.</li> <li>• where the Manager was directly involved in the grievance or complaint</li> </ul> </li> </ol> <p><b>STAGE THREE</b>            If the person is dissatisfied with the outcome the matter shall be referred to Alpine Children’s Service Grievance Officer.</p> <ol style="list-style-type: none"> <li>1. The process would be formal and independent from the day-to-day operations of the Scheme.</li> <li>2. Participants, whether it includes parents, guardians, Carers or Staff shall be advised of their right to complain to the Department of Education and Early Childhood Development if they are dissatisfied with the manner in which the investigation has been conducted into allegations of child neglect /abuse. Phone number: 02 60557777</li> <li>3. Participants may include-               <ul style="list-style-type: none"> <li>• Representative from State, Federal, or Local Government.</li> <li>• Representative from the F.D.C. Association.</li> <li>• Representative from Community Justice Organisation.</li> <li>• Those directly involved in the dispute.</li> </ul> </li> </ol>	<p>Manager to provide contact details.</p>

GRIEVANCE PROCEDURE	REFER TO
<p><b>STAGE 3 IN RELATION TO CARERS</b>            The following procedure shall be followed in relation to the 3 Stages of the Grievance Procedure.</p> <ol style="list-style-type: none"> <li>1. The Carer (and parent if applicable) is to be advised that a "Grievance Procedure" has been initiated (verbally and in writing).</li> <li>2. Written advice to be forwarded to the Carer including a clear "first" warning of the breach(es).</li> <li>3. A time frame to be incorporated in the written advice (warning).</li> <li>4. If a Carer breaches conditions again within the "time frame" a second written warning will be issued to the Carer.</li> <li>5. Depending on the nature of the breach - instant dismissal may be considered if behaviour on the part of the Carer puts the child's well being at risk in any way or the behaviour "threatens to harm, frighten or humiliate the child".</li> <li>6. If the Carer continues to breach conditions, which could include a number of different breaches of conditions, then consideration will be given to De-Register the Carer.</li> </ol> <p><b>PREVENTATIVE MEASURES</b></p> <p>Clear consistent information is required for all participants in Alpine Children's Services Inc.</p> <p>Alpine Children's Services Inc therefore should develop and distribute - written information to Carers and parents including the roles and responsibilities of Staff, parents and Carers and the problem solving mechanism adopted by the Service.</p> <p>This is to be carried out via - letters, newsletter, policy statement, Carers and parents handbooks and support training e.g. Assertiveness and conflict resolution training for Carers.</p>	<p>Code of Conduct</p>