

## 1. CONTEXT

*Good relationships between home and preschool give our children a better chance of success. This policy provides information about avenues of communication, which strengthen the partnership between parents and the preschool. It acknowledges the importance of the relationship between caregivers / parents and the teachers and other staff.*

Your concerns may relate to;

- your child's behaviour
- preschool policies
- reporting children's learning to parents
- another child's behaviour
- another preschool related issue

## 2. PROCESS FOR RAISING CONCERNS

*All personal matters such as concerns regarding children, curriculum, parent or staff relationships should be raised directly with the centre through the director or staff.*

*General kindergarten matters, eg comments about the grounds or fund raising activities may be raised with members of the governing council, director or staff.*

There may be times when you feel, for a variety of reasons, that you are unable to speak to the person described at the first point of call. If this is the case, let the director know.

## 3. PROCEDURE TO BE FOLLOWED

### Step 1.

First arrange a time to talk to the person concerned,

- The teacher
- The Director
- The ECW

It will always help the situation if you are calm, respectful and honest in your approach.

**You should not approach children or the parent/caregiver of any child directly.**

*It may be necessary to go straight to Step 2.*

### Step 2.

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

### Step 3.

If together, you are not able to sort out the problem let the person know that you intend to speak to the Director. Arrange a time to speak to the Director, providing information which will enable the meeting to be as useful as possible.

### Step 4.

If at the end of this meeting the problem is still not resolved you may contact the Education Complaint Unit. They will need to be sure that attempts have been made to sort out the issue, using the process described above.

## 4. ROLES AND EXPECTATIONS

### Parents / Children / Staff Can Expect

- To be listened to
- To have opportunities to put the own point of view and express opinions and concerns
- To be treated fairly, respectfully and equitably
- Clear accessible communication channels
- Confidentiality will be maintained, unless otherwise agreed upon by all parties concerned.
- Opportunity to bring a support person to meetings if both parties are notified of this

### The Preschool Expects

- Support for preschool policies and procedures such as the Elsie Ey Behaviour Code and the Sun Protection Policy
- Parents to treat staff with respect and listen to their point of view
- Concerns to be raised at the preschool through the agreed channels including the preschool's policy
- Confidentiality will be maintained unless otherwise agreed upon by all parties concerned.