

Rose Park Pre-School

Grievance Procedures

Raising Concerns :

Good relations between home and the kindergarten give a greater chance of success.

From time to time parents/care-givers will have concerns about what happens at kindergarten.

When this happens you need to be aware of the appropriate way to have the concern heard and acted upon.

The concerns may relate to any aspect of kindergarten life.

About Concerns :

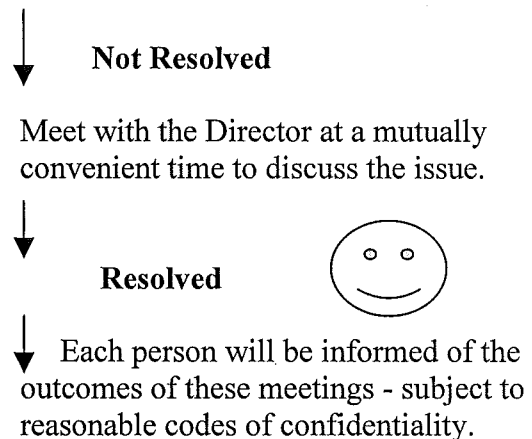
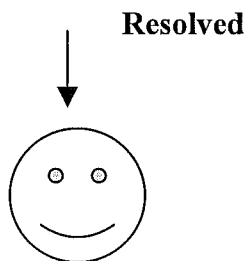
Our kindergarten aims to provide a quality service to children and their families. We need feedback as a way of ensuring this happens.

Concerns need to be resolved so that the child is learning in a safe and supportive environment in which his/ her needs are paramount.

Your concerns will be discussed with the relevant people.

Parent / Caregiver / Staff Concerns

At a mutually convenient time meet with the Parent / Staff member concerned and discuss the issue.



If Still Unresolved contact the District Superintendent to make an appointment to discuss the concern. The District Superintendent will first check that every effort has been made to resolve the issue at the kindergarten level.