



**Jump**

Carey Early  
Development

## Grievance and Complaints Procedure

### **Rationale**

We are committed to responding positively to families concerns and enquiries, we want to hear our families voices. Children, families and staff are valued and encouraged to voice their concerns in the appropriate way.

### **Policy Statement**

A grievance procedure is the process by which solutions are sought to resolve disputes in a fair, equitable and prompt manner. Grievances should be resolved as informally and quickly as possible by the parties involved. When the persons directly involved cannot resolve grievances informally, a formal grievance process is implemented.

### **Procedure**

Families and/or Staff Conflict.

The parent / staff should discuss the problem with the relevant staff member concerned. If the parent / staff still feels further action is necessary after discussion with the relevant staff member they should approach the Director and discuss their concern.

Or

The parent / staff can, in writing, inform the Director, the Director will respond in writing to the parent / staff, discuss the matter with the staff member involved and offer the parent / staff the opportunity to meet and discuss their concerns.

Director: Jo de Hoop  
T: 9394 9175  
E: office@jump.asn.au

### **The External Review Process**

The parent / staff can, in writing, lodge a complaint regarding their grievance with the Approved Provider of the Licence: David Kilpatrick [dkipatrick@carey.asn.au](mailto:dkipatrick@carey.asn.au) and Tim Dorsman [tdorman@carey.asn.au](mailto:tdorman@carey.asn.au) or at the following address:

Carey Community Resources Inc  
51 Wright Rd  
Harrisdale WA 6112  
T: 9394 9175  
E: office@jump.asn.au

Families and Staff are encouraged to complete a family / staff voice form to provide their positive feedback, input or to have their concerns or complaints addressed. These forms are available in each service and families and staff can place them in the locked confidential box available in each service. Each contribution is acknowledged and responded to.