



Grievance Educators

NQS Element 7.1.2 Management systems

Name Educator 1	
Name Educator 2	
Name Educator 3	
Name Educator 4	
Name Educator 5	

E = Embedded I do that ALL the time

K = I know I need to do that, but I don't do it all the time

T = Please teach me how to do it or improve my understanding of why I need to do it.

ED1 ED2 ED3 ED4 ED5

Employee complaints

Do you talk directly to the team member concerned without involving others?					
Have employees' emotions been explored before the grievance procedure is used?					
If you can't resolve your concerns do you go directly to the Nominated Supervisor or Approved Provider before the matter escalates?					

Complaints from family members

Do you respond quickly when family members make a complaint?					
If you're unable to resolve the complaint do you tell families to talk to the Nominated Supervisor?					
Do you follow up with the Nominated Supervisor to make sure the family member has lodged the complaint?					
Do family members know where the complaint forms are kept? Do you help families locate a Complaint Form?					

Complaints from children

Do you listen to children's complaints eg "We always have to go inside"?					
Do you respond quickly and appropriately to children's complaints eg "We can spend some more time outside after it stops raining"?					
Do you change your practices if possible to accommodate children's wishes and ideas?					

Actions required