

## **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  |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |
|   |     |     |     |     |     |

Copyright Centre Support Pty Ltd 2020 The service who has purchased this checklist product is the only service that can use this document. No part of this document can be copied, distributed, passed on or given to a friend outside the service who has not purchased the Centre Support Product. If this occurs Centre Support will take legal action against educators personally and the person who has received it.