



PATTERSON LAKES PRIMARY SCHOOL

No. 5190

Gladesville Boulevard Patterson Lakes 3197
Phone 9772 4011 Fax 9776 0421
Email: patterson.lakes.ps@edumail.vic.gov.au

P.O. Box 330, Patterson Lakes, 3197
Principal: Carole Mayes
Website: <http://www.patterson-lakes-ps.vic.edu.au>

Outside School Hours Care – Complaint and/or Grievance Policy

RATIONALE

Parents are encouraged at all times to discuss with staff issues pertaining to their child's development and the programs and procedures at OSHC. We hope that all families using OSHC feel that staff are approachable in regard to complaints and/or concerns by parents/guardians.

AIM

To provide a simple procedure that parents/guardians of the OSHC can follow to ensure a resolution to any grievances and/or complaints parents may have.

IMPLEMENTATION

These procedures apply to program staff, parents and the school Principal.

- Speak directly with the carer of their child/children in OSHC.
- If the matter is not resolved, speak with the School Principal.
- If after discussion with the School Principal you are still not satisfied, you can collect a Complaint Notification form from OSHC, or Department of Education Website or by phoning the Southern Children's Services Unit on 9096 9595. Contact details for regional offices can be found at www.education.vic.gov.au

REFERENCES

Documentation Procedure
Children's Services Regulation r105

EVALUATION

Guidelines are updated annually and/or as per DET recommendations.

CERTIFICATION

This policy was ratified at the School Council meeting held at Patterson Lakes Primary School, November 2018.

Signed.....


School Council President

Signed.....


Principal