

# Parent Grievance Procedure

Please refer to the Policy File for the complete Parent Grievance Procedure

## Purpose

The service welcomes all parent feedback, including their grievances and complaints, as it considers this will help to improve the services provided. The service encourages positive relations between all parents, management and staff. Every parent has the right to a positive and sympathetic response to their concerns. Solutions are sought to resolve all disputes, issues or concerns that impact on, or affect the day-to-day well-being of the centre or its clientele in a fair, prompt and positive manner.

## Procedure

- 1** The parent should discuss the problem with the Educator.
- 2** If the parent still feels action is necessary after discussion with the Educator, the parent can then contact the Y WA Management on **08 9752 4033** and request to speak to the Family Resource Centre Manager. Complaints can also be submitted in writing by emailing **frc.enquiries@ymcawa.org.au**
- 3** If the grievance is still unresolved it can be taken to the General Manager of Service Delivery or Executive Manager of Service Delivery for guidance.
- 4** The Management Team will advise the Manager of its decision and will convey that finding to the parent concerned.
- 5** If the parent is still unhappy with the outcome, the Y WA Management will offer to arrange for external mediation of the issue.

### OR

If the parent is still unhappy, the parent can direct their concerns and grievances to:

**Education and Care Regulatory Unit  
Department for Communities  
Boorloo Campus  
Level 7, 130 Stirling Street, Perth**

### Postal Address:

Locked Bag 5000, Fremantle WA 6959

**Phone:** 08 6277 3889

**Country Freecall:** 1800 199 383

**Fax:** 08 6552 1555

**Email:** [ecru@communities.wa.gov.au](mailto:ecru@communities.wa.gov.au)

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