Out of School Hours Care

Parent Information Handbook

2016
## Contents

Welcome ........................................................................................................ 4
Contact Information .................................................................................. 4
Hours of Operation ..................................................................................... 4
Lindisfarne’s Philosophy ............................................................................... 5
Out of School Hours Care .......................................................................... 6
Enrolment .................................................................................................... 7
Important Child Information ...................................................................... 7
Fees ............................................................................................................. 8
Vacation Care Booking System .................................................................. 9
Signing In and Signing Out Procedures ..................................................... 10
Staffing Structure/Management Structure .................................................. 11
Policies and Procedures ............................................................................ 11
The National Quality Framework (NQF) ..................................................... 11
Program Content ....................................................................................... 12
Out of School Hours Care Agreement ....................................................... 15
Health Procedures .................................................................................... 17
Guidelines for Contagious Illnesses ......................................................... 19
Code of Conduct ....................................................................................... 20
Parent Communication ............................................................................... 20
OOSHC Rules ............................................................................................ 21
Out of School Hours Care Agreement ....................................................... 22
Sun Safe Policy .......................................................................................... 24
Complaints Policy ...................................................................................... 26
Welcome

Lindisfarne Out of School Hours Care welcomes you and your children.
This handbook provides information regarding the procedures and policies of our Out of School Hours Care (OOSHC).

All OOSHC educators are fully trained to ensure that all students are cared for in a welcoming, supportive and stimulating environment. The OOSHC programs provide appropriate developmental support for each child.

Communication between home and OOSHC is vitally important. Parents and guardians are encouraged to contact the OOSHC Coordinator or Head of Primary with any concerns or feedback. Suggestions about the OOSHC service are welcome and contact can be made via the suggestion box and feedback sheets issued each vacation care period.

Contact Information

Bookings and cancellations: 07 5523 1153
Lindisfarne administration: 07 5523 1143
Vacation care excursions: 0407 905099
Email: gdixon@lindisfarne.nsw.edu.au

Hours of Operation

Before school care commences at 7:15am until school begins each school day.
After school care operates from 3:00pm until 6:00pm (NSW time).
Vacation care operates from 8:00am until 6:00pm (NSW time).
Philosophy

Lindisfarne Anglican Grammar School is a co-educational day school open to students irrespective of denominational background. The School fosters the intellectual, spiritual, cultural, social and physical development of students in a caring Christian environment and provides opportunities for students to participate in a meaningful and caring educational community where they are encouraged to respond and adapt to future challenges.

Our Out of School Hours Care operates under the banner of this philosophy. It provides a safe environment where children are nurtured and supported by dedicated and qualified educators. The importance of a holistic view of middle childhood is recognised and all children are accepted and valued, regardless of race, cultural background, religion, sex or ability.

Individual interests and independence are fostered and opportunities are provided for children to broaden their understanding of the world in which they live. The value of play and creative experience is acknowledged through the provision of a variety of stimulating activities.

As with all aspects of Lindisfarne, Out of School Hours Care is committed to open communication and good relations between parents, educators, children and the community.

Date endorsed: 19.8.10
Date reviewed: 19.8.14
Out of School Hours Care

Before School Care
Before School Care commences at 7:15am and runs until school begins. Entry is via the pool gate in front of the School administration building and bookings are not required.

Before School Care provides a variety of passive games and activities.

After School Care
After School Care operates from 3:00pm until 6:00pm (EST) each school day. Students are able to participate in a range of activities including outdoor and ball games, cooking, arts and crafts, music and drama and creative play.

Bookings for After School Care are made via your child’s diary. This information is then sent to administration for processing.

Healthy eating is promoted by the provision of healthy afternoon tea. It is requested that, due to an increase in nut allergies, foods containing nuts or nut related products, are not sent to OOSHC.

Students are given assistance to complete homework at After School Care if required.

Vacation Care
Vacation care operates from 8:00am until 6:00pm (EST) Monday to Friday during each school holiday period, however is closed for three weeks during the Christmas/New Year period. Vacation Care provides a wide range of activities and the program is available at least two weeks prior to the holiday period.

As morning tea, lunch and afternoon tea are not provided at Vacation Care, parents are asked to provide adequate healthy food and drink for their children.

The Lindisfarne bus is used for all excursions.
Who can use OOSHC?

Although the service is predominantly used by families associated with Lindisfarne, it is available to any family in the community.

Enrolment

Children must be at least four years of age and cannot attend Lindisfarne OOSHC until enrolment requirements have been met. This includes the completion of enrolment forms containing relevant family details, emergency contact numbers and medical alerts.

Parents and guardians must also read the OOSHC Information Handbook and be aware of the signing in and signing out procedure.

Important Child Information

In addition to all relevant family details, parents must advise Lindisfarne OOSHC of family access information to ensure students only leave with persons authorised by the parent.

If students have special requirements, it is essential that this is noted on the enrolment form. This can include health and allergy information, medication requirements, special dietary requirements or religious considerations. Parents are encouraged to discuss with educators any programming or procedural considerations to help provide students with the best care. Our service may be eligible to receive an Inclusion Support Subsidy, which can assist with the inclusion of children with additional needs.

Parents and guardians are requested to advise, in writing, any changes to details on the enrolment/registration forms as soon as possible.
Fees

OOSHC Fees are set by management on an annual basis and in the event of change, parents will be given at least two weeks’ notice.

To help with the cost of child care, the Australian Government offers two types of financial assistance, the Child Care Benefit (CCB) and Child Care Rebate (CCR). For further information please contact the Department of Human Services on 13 61 50. Families are required to provide current and correct information, as requested on the enrolment form, to be eligible for reduced fees and full fees will be charged until this information is received.

Payment of fees can be made at the administration of either campus between 8:30am and 3:30pm or at OOSHC during operating hours.

Any parent who collects their child/ren after 6:00pm will be charged a late fee. Any late bookings received for vacation care will incur a fee.

**Weekly Fees**

<table>
<thead>
<tr>
<th>Number of Days per Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before school only</td>
<td>$12.40</td>
<td>$23.50</td>
<td>$33.25</td>
<td>$41.30</td>
<td>$49.30</td>
</tr>
<tr>
<td>After school only</td>
<td>$24.70</td>
<td>$45.65</td>
<td>$65.30</td>
<td>$82.65</td>
<td>$96.30</td>
</tr>
<tr>
<td>Before and after school</td>
<td>$34.60</td>
<td>$64.20</td>
<td>$91.15</td>
<td>$116.00</td>
<td>$135.70</td>
</tr>
</tbody>
</table>

| Vacation Care           | $68.00| $129.20| $183.60| $231.20| $272.00|
| Pre-School Vacation Care| $79.10| $149.60| $212.70| $267.20| $314.20|

*Excursion days do not incur multi-day discount*

| Pre-School before school | $17.25| $32.10| $45.70| $57.85| $68.00|
| Pre-School after school  | $28.40| $54.40| $77.70| $97.55| $114.70|
| Pre-School before and after school* | $43.15| $82.05| $116.05| $146.85| $172.75|

**Converted to a Daily Fee**

<table>
<thead>
<tr>
<th>Days per Week</th>
<th>1</th>
<th>2</th>
<th>3</th>
<th>4</th>
<th>5</th>
</tr>
</thead>
<tbody>
<tr>
<td>Before school only</td>
<td>$12.40</td>
<td>$11.75</td>
<td>$11.08</td>
<td>$10.33</td>
<td>$9.86</td>
</tr>
<tr>
<td>After school only</td>
<td>$24.70</td>
<td>$22.83</td>
<td>$21.77</td>
<td>$20.66</td>
<td>$19.26</td>
</tr>
<tr>
<td>Before and after school*</td>
<td>$34.60</td>
<td>$32.10</td>
<td>$30.40</td>
<td>$29.00</td>
<td>$27.14</td>
</tr>
</tbody>
</table>

| Vacation Care                  | $68.00| $64.60| $61.20| $57.80| $54.40|
| Pre-School Vacation Care       | $79.10| $74.80| $70.90| $66.80| $62.84|

*Excursion days do not incur multi-day discount*

| Pre-School before school       | $17.25| $16.05| $15.23| $14.46| $13.60|
| Pre-School after school        | $28.40| $27.20| $25.90| $24.39| $22.94|
| Pre-School before and after school* | $43.15| $41.03| $38.68| $36.71| $34.55|

* Combined (Same Day)*
Vacation Care Booking System

To secure a place in vacation care, please follow the correct procedure:

1. Three to four weeks prior to Vacation Care commencing, the program and booking form is sent out via email and are also available from the Sunshine Avenue campus administration and at OOSHC.

2. The due date for the booking form is noted on the form itself and on the email.

3. Vacation care booking forms must be returned to Sunshine Avenue administration or OOSHC before the close off date.

4. Once the booking has been processed, a confirmation is emailed out. Failure to receive this confirmation indicates your booking has not been received by staff.

5. Any changes after the due date incur a fee - this fee covers the following:
   - reprinting of rolls
   - reprinting of medical listings
   - rebooking of transport
   - additional staff

All bookings must be made via the booking form; no phone bookings will be accepted. Any changes made to confirmed bookings will incur a $20 fee. If changes are made with less than forty eight hours’ notice, full fees will apply.
Signing In and Out Procedures

It is a legal requirement that all parents/guardians sign their children in and out of OSHC upon arrival and departure. As this is part of a legal process, only those who are an authorised nominee for collection of the student and are over eighteen years of age can legally take responsibility for this.

Before School Care

Parents must see the supervising educator to sign the roll when leaving their children at Before School Care to record the time of arrival. Students are not to be sent to Before School Care from the School car park and must be accompanied by a parent/guardian.

After School Care

Students have their name recorded by the supervising educator upon arrival at After School Care.

Parents must see the supervising educator when collecting their children to sign them out and record the time of collection. This confirms the student’s attendance and if not done, could jeopardise fee relief from Family Services.

Children will not be released to anyone who is not recorded as an authorised nominee on the enrolment form. Children will not be released to anyone under the age of eighteen unless the parent/guardian has advised the coordinator previously.

Vacation Care

Students must always be signed in and out of Vacation Care by their parent or authorised nominee.

Collection of a Child by a non-regular Carer

People who do not regularly collect a student from OOSHC are required to provide photo identification as proof of identity. If the person is not nominated on the enrolment form, they must supply written authorisation signed by the student’s parent/guardian. The parent’s signature will be compared with the signature on the enrolment form to confirm authenticity.

Late Collection of Children

All students must be collected by 6:00pm. After this time parents will be charged $20 per fifteen minute interval. If a student is not collected by 6:00pm, the supervising educator will make every attempt to notify the parent or the nominated emergency contact. If the student has not been collected by 7:30pm, the necessary authorities will be contacted.
Staffing Structure/Management Structure

OOSHC is governed by the Lindisfarne School Council and the Coordinator reports directly to the Head of Primary. The educator to child ratio is in line with the National Regulatory guidelines, with a minimum of one educator to every fifteen students and a minimum of two educators present at all times. The staffing ratio for excursions is one educator to every eight students.

All Lindisfarne OOSHC employees and volunteers undergo a Working with Children Check.

Policies and Procedures

As part of our policy development and review and in accordance with the National Regulation and National Quality Standards (NQS), OOSHC aims to provide effective management and quality by seeking family and community feedback.

Our policy and procedures folder is available for viewing in the foyer and feedback is welcome.

The National Quality Framework (NQF)

Lindisfarne OOSHC follows the NQF for OOSHC and adheres to all relevant sector and workplace legislations. Educators are employed for their sector experience, training and suitability for working with school aged children.

The NQF was established on 1 January 2012 and is applied in all OOSHC services. It aims to raise quality and drive continuous improvement and consistency in education and care services through:

- Education and Care Services National Law
- Education and Care Services National Regulations
- National Quality Standards
- A national body known as the Australian Children’s Education and Care Quality Authority
- An assessment and rating process.

Our service approval and assessment ratings are displayed in the foyer.
Program Content

The OOSHC service follows the ‘My Time Our Place’ curriculum:

The programs incorporate all five outcomes:

- Outcome 1: Children have a strong sense of identity.
- Outcome 2: Children are connected with and contribute to their world.
- Outcome 3: Children have a strong sense of wellbeing.
- Outcome 4: Children are confident learners
- Outcome 5: Children are effective communicators.
Out of School Hours Care Agreement

This agreement is based on our belief that everyone has a right to be treated equally and that we all have a responsibility to respect others and do our best.

<table>
<thead>
<tr>
<th>Rights</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>To learn, work and play in a safe and friendly environment</td>
<td>To act in a safe, considerate and cooperative manner and not distract others from their activities</td>
</tr>
<tr>
<td>To be treated with respect, understanding and kindness</td>
<td>To show respect, understanding of and kindness to everyone</td>
</tr>
<tr>
<td>To expect a pleasant, clean and safe environment</td>
<td>To care for the school environment</td>
</tr>
</tbody>
</table>

Our agreement protects our rights and encourages us to remember our responsibilities. Our rules are displayed where they can be seen by everyone. We developed these rules as a group and regularly review them to remind us of their importance. These rules help us all to work together and support each other.

OOSHC Rules

- Work cooperatively with others
- Move around the room and school in a safe manner
- Listen when others speak and contribute to discussions
- Respect the rights and property of others
- Always use your manners.
Out of School Hours Care Agreement

This agreement is based on our belief that everyone has a right to be treated equally and that we all have a responsibility to respect others and do our best.

Rights Responsibilities

To learn, work and play in a safe and friendly environment
To act in a safe, considerate and cooperative manner and not distract others from their activities
To be treated with respect, understanding and kindness
To show respect, understanding of and kindness to everyone
To expect a pleasant, clean and safe environment
To care for the school environment

Our agreement protects our rights and encourages us to remember our responsibilities. Our rules are displayed where they can be easily seen and are regularly reviewed to remind us of their importance. These rules help us all to work together and support each other.

OOSHC Rules

• Work cooperatively with others
• Move around the room and school in a safe manner
• Listen when others speak and contribute to discussions
• Respect the rights and property of others
• Always use your manners.

Consequences

We have discussed consequences that will occur if we make inappropriate choices and rules are broken. These consequences help us to remember our responsibilities and may include:

• Being reminded of the rules
• Being asked to work in a quiet corner of the room
• Discussing behaviour with the educators and reviewing our behaviour self management
• Moving to another room to work
• Time out
• Meeting with Head of Primary, OOSHC Coordinator and parents.

Supporting Each Other

We can do many things to support each other in a cooperative learning community. By taking time to think of how our behaviour affects others, by encouraging our peers and acknowledging their achievements, we will build our group relationships and strengthen our community.

If we have concerns or have made a poor choice we can always speak to the educators, other students or our parents.

Signed: ____________________________  Date:  ____________

Name:  ____________________________
Health Procedures

Sick Children
Students who are unwell cannot attend Lindisfarne OOSHC to prevent the educators and other students from becoming infected. If a student arrives at OOSHC unwell or becomes unwell while in attendance, their parents or nominated emergency contact will be contacted to collect them. The coordinator has the right to refuse access if there are concerns regarding a student’s health. In regards to effective treatment and exclusion periods, the coordinator will follow the NSW Health factsheets, available via www.health.nsw.gov.au/factsheets. A medical clearance certificate will be required before the student can return. The factsheet will be displayed at the front door of the service for viewing.

Medical Form
A medical form is to be completed by parents for each student every year, including information on any medical condition or allergy information. It is important that this form is renewed on an annual basis as a student’s circumstance may change.

If a student’s circumstances change throughout the year, the School must be notified immediately. For non Lindisfarne students the medical form must be completed upon enrolment into OOSHC.

Medications
Parents must notify OOSHC in writing if their child is taking prescribed medication. They are to include name of the medication and the dosage details.

Any medication to be administered during OOSHC hours must be:

- Handed in to OOSHC educators first thing in the morning, not left in the child’s bag
- Explained in a signed note including details of the time and dosage required
- In the original packaging from the pharmacy, including the prescription label detailing the dosage and the students’s name.

Where medication for a long term condition such as asthma, epilepsy or ADHD, is required, OOSHC must be provided with a letter from the student’s medical practitioner or specialist detailing the medical condition, correct dosage and how the condition is to be managed. Management plans are developed for students who take medication on a long term basis.

The educators at OOSHC are very conscious of their responsibilities to students requiring medication, however parents are reminded that they are responsible for their child’s health. Please ensure that the OOSHC educators are always fully informed.
Immunisation

Since 1994, the NSW Public Health Act has required that all children commencing school in Kindergarten, or enrolling in OOSHC, must present an immunisation certificate at the time of enrolling to identify students who have not been immunised. In the event of a disease outbreak, unimmunised children will be required to stay at home for their own protection. The immunisation certificate may be obtained from your general practitioner, a Medicare office or online via www.humanservices.gov.au.
Guidelines for Contagious Illnesses

The Department of Health advises the following exclusion periods for these contagious illnesses:

**Chicken Pox:** Five days after the first spots appear or until all the blisters have healed.

**Head Lice:** Child must be kept home until appropriate treatment has been carried out – no visible signs of eggs. *(Note: all family members need to be treated.)*

**Viral Hepatitis A:** Seven days from the first signs of jaundice and until the child has recovered.

**Impetigo:** If sores are unable to be covered, the child is to be kept home until all sores have healed. If sores are being treated and are properly covered by clean dressings, the child may attend school.

**Measles:** Five days from appearance of rash.

**Mumps:** Seven days after the appearance of swelling and until child has fully recovered.

**Ringworm:** The child must be kept at home until appropriate treatment is begun.

**Rubella:** At least six days after the rash appears and until child is fully recovered.

**Scabies:** The child must be kept at home until appropriate treatment has commenced.

**Scarlet Fever:** The child must be kept at home until he/she has taken antibiotics for at least twenty four hours and the symptoms have improved significantly.

**Whooping Cough:** If no antibiotic treatment is undertaken, the child is to be kept at home for three weeks from the onset of the ‘whoop’. If oral erythromycin is given, the child is to be kept at home for five days from the commencement of treatment.

**Conjunctivitis:** The child must be kept at home until the discharge from the eyes has stopped.
Code of Conduct

Acceptable standards of behaviour are expected from all students attending OOSHC. They are to act responsibly towards the School, members of the School community, Lindisfarne OOSHC educators and the local community. Students are expected to take responsibility for their actions, the consequences of those actions and the effects they have on others. Students are expected to work together and with educators in a polite and courteous manner, being considerate and respectful of others at all times.

Should a student display behaviour that is unacceptable, initial strategies will be implemented to modify the behaviour, allowing the student to reflect on their actions and consider more appropriate responses. If the behaviour persists, the student will be spoken to by the Head of Primary or OOSHC Coordinator, parents will be informed and further strategies implemented.

In the event of the child showing no inclination to improve their behaviour, privileges such as excursions and special activities may be withdrawn.

Students are required to wear appropriate attire during Vacation Care including a hat, enclosed shoes and clothing which provides sun protection, for example shirts with sleeves. If a student is brought to OOSHC wearing inappropriate clothing or footwear they may not be able to participate in the day’s activities and parents will be advised accordingly.

Parent Communication

OOSHC recognises the importance of parental involvement within all programs. It is understood that, for many parents/guardians, time is limited and therefore OOSHC aims to provide a variety of opportunities for their participation. Some of the ways in which they may become involved are:

- During the enrolment process
- Informal conversations at the beginning and end of the day
- Completing feedbacks sheets
- Entries in the feedback and comments book
- Entries in the suggestion box
- Providing input into programs, menus, policies and procedures and philosophy
OOSH&C Rules

Work cooperatively with others
Move around the room and school in a safe manner
Listen when others speak and contribute to discussions
Respect the rights and property of others
Always use your manners

*The way we behave is our choice.*
Out of School Hours Care Agreement

This agreement is based on our belief that everyone has a right to be treated equally and that we all have a responsibility to respect others and do our best.

<table>
<thead>
<tr>
<th>Rights</th>
<th>Responsibilities</th>
</tr>
</thead>
<tbody>
<tr>
<td>To learn, work and play in a safe and friendly environment</td>
<td>To act in a safe, considerate and cooperative manner and not distract others from their activities</td>
</tr>
<tr>
<td>To be treated with respect, understanding and kindness</td>
<td>To show respect, understanding of and kindness to everyone</td>
</tr>
<tr>
<td>To expect a pleasant, clean and safe environment</td>
<td>To care for the school environment</td>
</tr>
</tbody>
</table>

Our agreement protects our rights and encourages us to remember our responsibilities. Our rules are displayed where they can be seen by everyone. We developed these rules as a group and regularly review them to remind us of their importance. These rules help us all to work together and support each other.

**OOSHC Rules**

- Work cooperatively with others
- Move around the room and school in a safe manner
- Listen when others speak and contribute to discussions
- Respect the rights and property of others
- Always use your manners
- The way we behave is our choice

**Consequences**

We have discussed consequences that will occur if we make inappropriate choices and rules are broken. These consequences help us to remember our responsibilities and may include:

- Being reminded of the rules
- Being asked to work in a quiet corner of the room
- Discussing behaviour with the educators and reviewing our behaviour self management
- Moving to another room to work
- Time out
- Meeting with Head of Primary, OOSHC Coordinator and parents
Supporting Each Other

We can do many things to support each other in a cooperative, learning community. By taking time to think of how our behaviour affects others, by encouraging our peers and acknowledging their achievements, we will build our group relationships and strengthen our community.

If we have concerns or have made a poor choice we can always speak to the educators, other students or our parents.

Please sign and date the Agreement in the centre of this booklet - this copy is for your reference only.
Sun Safe Policy

Policy Statement

At Lindisfarne Anglican Grammar School OOSHC we aim to ensure that all children attending the OOSHC will be protected from harmful rays of the sun. All educators are to model appropriate sun protection behaviour and enforce the sun protection policy. Strategies for teaching sun protection in the service will be based on children actively practising and monitoring their own implementation of sun protection strategies.

Considerations

- Work Health and Safety Act 2012
- Duty of Care
- NSW Cancer Fund ‘Sun Smart Policy Guidelines’
- Cancer Council Australia
- NQS Area: 1.1.3; 2.1.1; 2.2.2; 2.3.2; 3.1.1; 4.2.1; 6.1.1, 6.1.3; 6.2.1; 6.3.2; 7.1.2; 7.3.2; 7.3.5.

Procedures

Parents will be asked to provide a sun smart hat for their child to wear and sunscreen. Parents will be informed of the sun protection policy on enrolling their child in the OOSHC. Children and educators should wear protective clothing when outside, such as hats that protect their face, ears and neck, sunscreen, sunglasses and shirts that cover their shoulders and necks.

Children will be provided with opportunities to take leadership roles in managing sun protection.

Children who do not have a hat or sunscreen must play in a sheltered area. Children have been requested not to share hats. The OOSHC will not provide spare hats due to health reasons.

Educators will ensure all children are reminded to reapply sunscreen every two hours. During vacation care parents are encouraged to apply a sunscreen to their child prior to attending the OOSHC, and reminded to supply a suitable hat.

The sun protection message should be reinforced throughout the program and available via our policy to all families.

Activities are to be planned to avoid exposure to the sun between the hours of 10:00am and 3:00pm.

Outdoor activities will be held in shaded areas whenever possible. When planning excursions, sun protection will be included in the risk assessment.

Where shade is considered inadequate, management should be approached to provide additional shade cover.
The OOSHC will incorporate sun and skin protection awareness activities in the program and provide notices and posters about the topic.
All sun protection practices will be maintained while walking to and from school and any excursions.
Complaints Policy

Policy Statement
At Lindisfarne Anglican Grammar School OOSHC we believe that all stakeholders have an important role in the centre and we value their comments. We aim to ensure that stakeholders feel free to communicate any concerns they have in relation to the OOSHC, educators, management, program or policies without fearing negative consequences and that they are made fully aware of the procedures to do this. Our priority is to do everything possible to improve the quality of our service.

Considerations
- Education and Care Services National Law Act, 2010 and Regulations 2011
- Duty of Care
- NQS Area: 4.2; 4.2.1; 4.2.2, 4.2.3; 6.1.1, 6.1.3; 7.1.1, 7.1.2, 7.1.3, 7.1.5; 7.2.2; 7.3;

Procedures
We will support stakeholders’ right to complain and will help them to make their complaints clear and try to resolve them.

A complaint can be informal or formal. It can be anything which the stakeholder thinks is unfair or which makes them unhappy with the service.

Every parent will be provided with clear written guidelines detailing the grievance procedure, in the parent handbook.

All confidential conversations with stakeholders will take place in a quiet place away from children, other stakeholders or educators not involved.

If a stakeholder has a complaint or comment about the service, they will be encouraged to talk to the Coordinator who will arrange a time to discuss their concern and come to a resolution to address the issue.

If the complaint is not handled to the parent’s satisfaction at this level they should discuss the issue with Assistant Principal Head of Primary, either in writing or verbally.

The Management will discuss the issue with the Coordinator and develop a strategy for resolving the problem, this would be discussed further with the parent or if necessary a meeting will be organized with the Coordinator and parent to resolve the problem.

The stakeholders complaint is to be recorded and dated indicating the issue of concern and how it was resolved.

The Coordinator or Management will inform the stakeholder of what has been decided regarding the issue. Educators will also be informed of any relevant issues that they need to address or be aware of.

This could be done verbally or if the issue has been dealt with on a more formal basis
then the Coordinator will write personally to the parent. If any complaint cannot be resolved internally to the consumer’s satisfaction, external options will be offered such as an unbiased third party.