

PARENT GRIEVANCE/COMPLAINT PROCEDURE

We value our relationships with our families and we understand that there may be times when you're not 100% satisfied with an aspect of service we provide. It is important that we hear about these things so that we can improve the service we provide to you and your children. Should you wish to make a complaint or air a grievance, please look to the following procedure for guidance. More information is available in the Dealing with Complaints/Parent Grievance Policy.



EDUCATOR/ROOM LEADER

Please attempt to voice concerns directly first. If you are not satisfied with the outcome, or you do not feel comfortable addressing your educator/room leader please move to the next step.



CENTRE MANAGER/NOMINATED SUPERVISOR

The Centre Manager/Nominated Supervisor is there to assist no matter how small or big the concern. You may be asked to put your concerns in writing. The Parent Grievance Record will be completed by the Centre Manager/Nominated Supervisor. Progress of your complaint will be provided. If you are not satisfied with the outcome, please move to the next step.



FAMILY CARE TEAM

The Family Care Team is available to assist you with any concerns or escalations you might need for any issues that arise. The team will keep you informed of the processes and outcomes as they work with the below teams to resolve your issue. You can contact the Family Care Team on 1800 317 371.



AREA MANAGER

The Area Manager is the next point of contact and the family care team will inform the Area Manager of the issue and work with them to provide a resolution.



REGIONAL MANAGER

If you are not satisfied with the resolution provided by the Area Manager, the Family Care Team will work with the Regional Manager to review the issue and update you on the outcome.



GENERAL MANAGER – OPERATIONS NETWORK

If you are not satisfied with the resolution provided by the Regional Manager, the Family Care Team can escalate your issue to the National Operations Manager to review and update you on the outcome.



STATE REGULATORY AUTHORITY

Please go to the ACECQA website www.acecqa.gov.au and click on the families section for the relevant contact details. They will be able to assist if you're not satisfied with the outcome of your complaint.