



Complaint / Concern Resolution Process

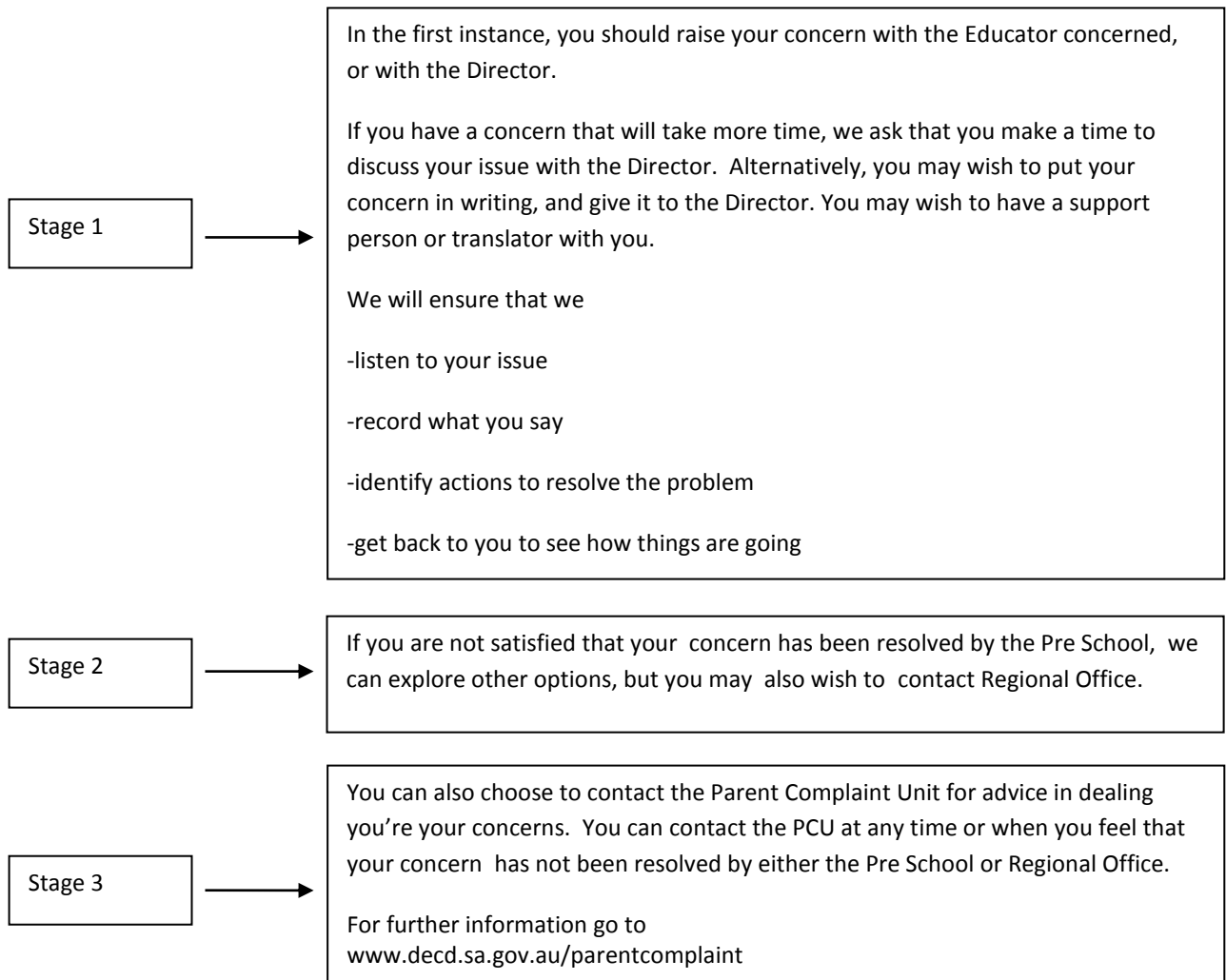
The relationship between educators and families is fundamental to the quality of care and education that children receive. Open communication in a respectful way ensures the best outcome for you, your child and the Pre School.

The purpose of this policy is to provide clear and transparent information for dealing with complaints or concerns.

The Department for Education and Child Development indicates that a child's Pre School should be the first point of contact for parents, followed by the Regional Office, and then the Parent Complaint Unit if the complaint cannot be resolved at the local level.

Please know that any issues raised with us will be reviewed to improve our processes and procedures to ensure we develop a strong partnership with families.

The process has three stages, with the Pre School being the first point of contact for parents and caregivers.



Pre School Contact phone number	8243 5582	
Regional Office	84167 333	
Parent Complaint Unit	1800 677 435	8226 2536