



Grievance Procedures

We value feedback from our community and encourage families to share their experiences with us. Your feedback assists us in continuously improving our service.

If you have a concern or complaint about any aspect of the operation of the Children's Service or have a concern about the health or wellbeing of any child, the following is the procedure for lodging complaints or grievances:

INITIAL COMPLAINT

- In the first instance, grievances should be given verbally so that action can be taken immediately, should it be necessary. The complainants must make themselves available to speak directly to the staff members concerned. Contact Quantin Binnah on 9742 5040.

You may also speak with the relevant Program Director:

- Kindergarten -Paula George
- Child Care-Madhur Vashishta
- School- Age Care (SAC)- Sowmiya Ramprasad
- The Program Director will investigate further. Should more information be required, Parent/ Carers may be asked to put the complaint in writing.

If a satisfactory solution is not forthcoming, the complaints' correspondence will be directed to the CEO.

You also have the right to call **the Quality, Assessment and Regulation Division (QARD)**

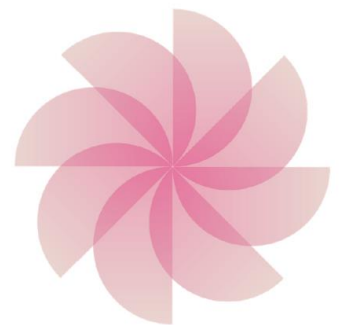
Western Metropolitan Area South Western Victorian Region Advisers to speak with a Children's Services Authorised Officer on 1300 307 415 or via email wmr.qar@education.vic.gov.au or write to the following Regional Offices:

Western Metropolitan
900/1 McNab Avenue
Footscray Vic 3011
(03) 7005 1801
email: vecra.western.metro@education.vic.gov.au



Western Metropolitan Region

To speak with an Authorised Officer:
Phone: 03 7005 1801
Email: vecra.western.metro@education.vic.gov.au



Parent/ Carer can also access the Department of Education and Training (DET) Website:
<http://www.education.vic.gov.au/about/contact/Pages/complaineec.aspx>