



Grievance Procedures

We love to hear from our community members and *we value your opinions greatly.*

We welcome you to take the time to provide us with feedback, which we utilise to enhance our services

If you have concerns about our service, we would like to hear directly from you.

If you are aggrieved by 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:

- In the first instance, grievances should be given verbally so that action can be taken immediately, should it be necessary. The complainant must make themselves available to speak directly to the staff member concerned. Contact Quantin Binnah on 9742 5040. If the grievance remains unresolved, the complainant should speak directly to The Program Director, who 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 complainant's correspondence will be directed to the Board of Governance.

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: wmr.qar@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>