



## Grievance Procedures

If Parent/ Carer/s 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 will be directed to the Board of Governance. A meeting will be scheduled with the complainant, a member of the executive board and the C.E.O at a mutually agreed time.

Parent/ Carers have the right to call the Department of Education and Training (DET) Advisers on 1300 333 232 or via email [swvr@edumail.vic.gov.au](mailto:swvr@edumail.vic.gov.au) or write to the Department of Education and Early Childhood Development at the following Regional Offices

### **Footscray Office**

**Phone:** 1300 333 232

**Fax:** 03 8397 0303

**Postal address:** PO Box 2141 Footscray VIC 3011

**Location:** 900/1 McNam Avenue Footscray VIC 3011

### **Geelong Office**

**Phone:** 1300 333 232

**Fax:** 03 8397 0303

**Postal Address:** 75 High Street Belmont VIC 3216

**Area:** Barwon

Parent/ Carer can also access the Department of Education and Training (DET) Website:

<http://www.education.vic.gov.au/about/contact/Pages/complaineec.aspx>