

# COMPLAINTS / GRIEVANCE FORM

We appreciate your point of view and welcome your input. If you have a complaint, grievance, or suggestion about any aspect of our Service, we request that you provide this in writing addressed to the approved provider or emailed to **contact@firstfive.com.au**

Please refer to our *Dealing with Complaints Policy* and related procedures for further information.

Contact Name			
Email Address			
Contact Phone Number		Best time to call	

Complaint / Grievance/ Suggestion details [Please provide specific details of your complaint, grievance, or suggestion. What is the complaint about? - an action or decision of an educator/staff member; the health, safety or wellbeing of child/ren within the service including a complaint that alleges a child is exhibiting harmful sexual behaviours; the Service's response to an incident? Describe what happened and when the matter occurred. Mention any steps that have been taken to resolve the problem. Attach an extra page if required.]

Have you raised this matter with anyone before? Yes/ No      What was the outcome from your discussion?

What is the result you are seeking? [apology, feedback/explanation, additional information, review or change of policy or decision]

Complainant Signature		Date	
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## Confidentiality

Your personal information will remain confidential and only disclosed as permitted under relevant privacy laws. If the information you have provided is related to a serious incident or matter of fraud, the approved provider will provide necessary information to the Regulatory Authority and other Government agencies if required.

A complaint that alleges a breach of the *Education and Care Services National Law and Regulations* or National Quality Standard or alleges that the health, safety or wellbeing of a child at the Service may have been compromised. Any complaint of this nature must be reported by the approved provider or nominated supervisor to the Regulatory Authority within 24 hours of the complaint being made – (Section 174[2] [b], Regulation 176[2][b]).