PARENT COMPLAINT FORM

If a parent or carer has a concern or complaint this should be discussed with the Centre Director, out of the presence of children. A complaint form can be completed. The Director will follow up the complaint and return to the parent/carer with an explanation or to discuss further. This feedback will also be provided in writing. All complaints will be kept confidential.

At no time should a parent or carer use social media to air any concerns or grievances. Rather, it is imperative that the policy and procedure for complaints is followed.

Our regulatory authority of formal complaints made within 7 days. The same authority will be notified of any action taken in response to the complaint as soon as reasonably practical.

If a family chooses, they can contact the authority themselves on 1800 619113.

DATE OF COMPLAINT: - _____

Description of Complaint: -

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Follow-up: -

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