

Family Grievance Procedures

The partnership between families and educators is crucial to ensure the high-quality care and education of children. Communication between all parties helps to strengthen these partnerships. All family grievances or concerns will be taken seriously, and every effort will be made to resolve any concerns in a timely manner. All complaints will be kept confidential and treated in a respectful and professional manner. In return, we ask that parents afford the Service the same opportunity and respect by maintaining confidentiality about the matter whilst we thoroughly investigate and resolve. *For more information, please refer to our Raising Issues of Concern policy.*

Family Grievance Procedures

In the first instance, if you have a concern, please discuss this with the Responsible Person on shift, or alternatively the Coordinator if you need further support or resolution. For more formal or serious matters, please address these in writing to the Coordinator so that they have an opportunity to thoroughly investigate and resolve. In some instances, the Coordinator may seek advice and support from the Business Operations Manager and Approved Provider to help resolve the grievance.

Primary Service Contact

Rebekah Goodie

Service Coordinator and Nominated Supervisor

Phone: (07) 3552 7394 | Email: coordinator.kgoshc@gmail.com

If you would like further support or information, or you would like the matter taken further, please contact:

Approved Provider Contact

Kelvin Grove State College Parents and Citizens Association: President

Email: kgscpcpresident@gmail.com

If you would like further support or information, or you would like the matter taken further, please contact:

Regulatory Authority Contact

Department of Education (Metro City: Early Childhood Education and Care)

Phone: (07) 3028 8064 | Email: metrocity.ecec@qed.qld.gov.au