COMPLAINTS FORM

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| QUALITY AREA 7: LEADERSHIP AND SERVICE MANAGEMENT | | |
| 7.1.2 | Management Systems | Systems are in place to manage risk and enable the effective management and operation of a quality service. |
| 7.2.1 | Continuous Improvement | There is an effective self-assessment and quality improvement process in place. |

All feedback, complaints or grievances are requested in writing.

We appreciate your point of view and welcome your input. Information you submit into this form will be treated with the utmost professionalism and remain confidential.  
Please refer to our Policy Manual for our Grievance Policy and related procedures.

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| --- | --- | --- | --- |
| Name |  | | |
| Address |  | | |
| Contact Phone Number |  | Best time to call |  |

Nature of Feedback / Complaint / Grievance

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| Parent Signature |  | Date |  |

Follow Up

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| Initialled by | Parent |  | Educator |  | Director |  |