



## Surrey Hills Pre-School Centre

### Complaints Form

Surrey Hills Pre-School values open communication and takes all concerns seriously.

All complaints will be handled confidentially and in accordance with our Compliments and Complaints Policy (Quality Area 7).

#### 1. Complainant Details

**Full Name:** \_\_\_\_\_

**Relationship to the child/service:**

- Parent/Guardian
- Family member
- Staff member
- Community member
- Other: \_\_\_\_\_

**Child's Name (if applicable):** \_\_\_\_\_

**Phone Number:** \_\_\_\_\_

**Email Address:** \_\_\_\_\_

Preferred method of contact:

- Phone
- Email
- In person

## 2. Details of Complaint

Date of incident (if applicable): \_\_\_\_\_

Location of incident (if applicable): \_\_\_\_\_

Please describe your concern in as much detail as possible (include names, dates, and what occurred):

## 3. Previous Action Taken (if any)

Have you discussed this matter with an educator or the Nominated Supervisor?

Yes

No

If yes, please provide details:

#### 4. Outcome Sought

What outcome or resolution are you hoping for?

#### 5. Declaration

I confirm that the information provided is accurate to the best of my knowledge.

Signature: \_\_\_\_\_

Date: \_\_\_\_\_

Please email or hand the completed form to the relevant staff member in a **sealed envelope**.

#### Privacy Note:

The information in your complaint, including your name, will be disclosed to the relevant staff member concerned during the course of investigating your complaint. If you do not include your name and contact details, we will investigate your complaint, however, we will not be able to inform you of the outcome.

#### Office Use Only

Date received: \_\_\_\_\_

Received by: \_\_\_\_\_

Complaint recorded in Complaints Register:  Yes  No

Acknowledgement sent (date): \_\_\_\_\_

Outcome provided (date): \_\_\_\_\_