



Surrey Hills Pre-School

Complaints and Feedback Procedure

Updated: February 2026

Purpose and Scope

This procedure ensures that all complaints, grievances and concerns relating to Surrey Hills Pre-School are managed promptly, seriously, confidentially, and with procedural fairness. Please refer to the Surrey Hills Pre-School Compliments and Complaints Policy for further guidance.

We welcome feedback and take all concerns seriously. If you have a concern or complaint, please follow the steps below:

Step 1: Initiation and Initial Discussion

Complaints may be verbal or written (via email or using the **Complaints Form**, available from the office or on our website).

- The staff member receiving the complaint will, where appropriate, discuss the issue directly with the complainant to try to reach an immediate, informal resolution.
- If the complaint is about the Approved Provider or Nominated Supervisor, the complainant should contact the Chairperson/President of the Committee of Management (contact details below).

Step 2: Recording the Complaint

- Complaints will be recorded in the confidential **Complaints Register**.
- Documentation includes the nature of the complaint, the date, the names of the individuals involved, actions taken and the outcome.

Step 3: Investigation (Formal Complaints)

- If the complaint cannot be resolved immediately, the Approved Provider/Nominated Supervisor will investigate.
- The investigation will involve reviewing facts and allowing the subject of the complaint an opportunity to respond.
- The person who is the subject of the complaint may have a support person present during any meetings (e.g., Union Representative or family member).

Step 4: Outcome and Communication

- The complainant will be advised of the outcome of the investigation as soon as practicable, typically within **7 working days** of receiving the complaint.
- The outcome and any actions taken will be recorded in the confidential Complaints Register.

Step 5: Mandatory Notifications (If Applicable)

- If the complaint alleges a serious incident, a breach of the National Law or Regulations, or a risk to a child's health, safety or wellbeing, the Approved Provider must notify the Regulatory Authority within **24 hours**, as required under the Education and Care Services National Law and National Regulations.

Key Principles

- **Confidentiality:** Information is shared only with necessary personnel.
- **Support:** Complainants may bring a support person to meetings.
- **Accessibility:** Contact details for the Approved Provider and the Department of Education are available to families.

External Support

If a complainant is unsatisfied with the internal resolution, they may contact the Victorian Early Childhood Regulatory Authority (VECRA), Department of Education.

Contact Details:

Surrey Hills Pre-School Centre
18 Verdun Street, Surrey Hills VIC 3127
Phone: (03) 9836 4902

Chairperson/President of the Committee of Management:

Sam Burrell

Email: president@surreyhillspreschool.com.au

Nominated Supervisor and Educational Leader:

Sue Goold

Email: sue.goold@surreyhillspreschool.com.au

Department of Education – Victorian Early Childhood Regulatory Authority (VECRA)

Phone: 1300 307 415

Email: vecra@education.vic.gov.au

This procedure is based on and linked to the Surrey Hills Pre-School Compliments and Complaints Policy (available on our website).