Policy Updated February 2014 – Reference material Education and Care Services National Law Act 2010, Education and Care Services National Regulations, A Directors Manual Managing and Early Education and Care Service in NSW (Community Child Care Co-operative) 2013NSW Ombudsman (2004) 'Effective Complaint Handling'. NSW Ombudsman 2nd Edition 2010 ,NSW Ombudsman (2009) "Complaint Handling Kit'. NSW Ombudsman

(Education and Care Services National Regulations 2011: 168, 173, 176) National Quality Standard 7.3



## Mountain community children's centre inc.

## Grievance/Complaints Record Form

Date of Complaint			
Complaint Received By			
Complaint made by	Telephone Letter (attached) In person Other		
Subject of Complaint			
Name of Complainant			
Details of Complaint			
Comments			
Action to be Taken			

Policy Updated February 2014 – Reference material Education and Care Services National Law Act 2010, Education and Care Services National Regulations, A Directors Manual Managing and Early Education and Care Service in NSW (Community Child Care Co-operative) 2013NSW Ombudsman (2004) 'Effective Complaint Handling'. NSW Ombudsman 2nd Edition 2010 ,NSW Ombudsman (2009) "Complaint Handling Kit'. NSW Ombudsman

(Education and Care Services National Regulations 2011: 168, 173, 176) National Quality Standard 7.3

Written Feedback to be given by (within 7 days)	
Outcome	
Signed (Management Committee Representative)	
Date	
Signed (Nominated Supervisor)	
Date	
Follow up Required	□ No □ Yes (outline details)
By whom	
Any Additional Comments or Relevant Information	
Any Additional Comments or Relevant	