

Feedback from families

Australian Capital Territory

**If you have a suggestion or a compliment
please let us know.**

Your feedback is very important to us. You can talk to us or email at any time or give your feedback more formally through our Exit Questionnaire (this will be given to you when your child is leaving the centre).

**Please contact us or visit our
website to find out more**

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Children's Services
Since 1895



Step 1

If you have a concern it is preferable that you talk to the relevant staff member as soon as possible. If you are not satisfied with the outcome or if you are not comfortable speaking directly to the staff member then talk to your Centre Director/Coordinator.

- ▶ They may be able to speak to you immediately or they may suggest a time to meet
- ▶ They will agree with you on how the issue is to be managed and on the time frame for responding
- ▶ If the complaint is significant, then a formal meeting and/or documentation and agreed management plan will be put in place by you and the Director/Coordinator

Step 2

If you do not wish to speak to any of the centre or program staff or if you are not satisfied with the outcome following **Step 1** then you can contact your KU Area Manager on 0412 531 644 to discuss the complaint.

- ▶ The name of the Area Manager is displayed in the centre. The Area Manager will assist in resolving your complaint and may also arrange to meet with you and the staff concerned
- ▶ The Area Manager will advise you of further action and will agree on the time frame to respond to your complaint

“Open communication between you and our staff is vital for our partnership to be successful”



Step 3

If you are not satisfied with the outcome of **Step 2** then you can contact the KU General Manager, Early Childhood Education and Care on 02 9268 3907.

If the issue is not resolved at this level then you can contact the KU Chief Executive Officer on 02 9268 3904.

Further Action

If your concern has not been resolved with KU, please contact either:

- ▶ Your local Children’s Services Adviser, the Department of Disability, Housing and Community Services on 02 6207 1114, or
- ▶ The Children and Young People Commissioner on 02 6205 2222

Child Protection

If you think that your feedback relates to a child being at risk of harm from abuse or neglect by a KU staff member then ignore all these steps and immediately contact the KU Manager, Child Protection on 02 9268 3952.

KU’s ‘Feedback from Families’ policy is available for you to read at the centre.