

Moreland Early Years Management

Complaint and Issue Resolution Procedure

All early childhood teachers and educators at Moreland Early Years Services are committed to service excellence, high quality programs and service delivery. The early childhood teachers and educators encourage families, external early years liaisons and the community for feedback about any concerns or complaints they may have about the health, wellbeing and safety of children being compromised, the program and service delivery, and any alleged contravention of the Education and Care Services National Law 2010 and Education and Care Services National Regulations 2011.

Clear, open and ongoing communication can clarify misunderstandings and prevent the escalation of potential conflicts.

If you are concerned about a Moreland Early Years Management education, care or licensed children's service, you should raise your concerns with the service first. Moreland Early Years Management and early childhood teachers, educators and staff are available to support and assist in the resolution of any issues. All concerns, feedback and complaints will be communicated with Moreland Early Years Management Manager.

We acknowledge every complaint, concern and feedback as an opportunity to reflect and continue to improve quality in our early years services.

When an issue cannot be resolved **directly by the early years' service early years teachers, educators** and staff, it is of a sensitive nature, or you would like to discuss any matters further please contact:

Moreland Early Years Management Early Years Manager Lilly Ghandchi

2A Marigold Crescent Gowanbrae, Victoria 3043

Phone: 9081 7217

l.ghandchi@meym.org.au

The Moreland Early Years Management early years service and/or Moreland Early Years Management will endeavour to deal with and respond to your complaint in a discreet, effective and timely manner.

The Department of Education and Training will be notified within 24 hours if your complaint alleges that a child's health, safety or wellbeing has been compromised while a child/children is/are being educated and cared for by the approved education and care service and the relevant legislation has been contravened.

Direct complaints can be made to the Department of Education and Training in relation to the health and safety of children or relevant legislation has been contravened.

Department of Education and Training (DET)

900/1 McNab Avenue Footscray, Victoria 3011

Phone: 1300 333 232

* Further information can be found on the Department of Education and Training website under Early Childhood.