**2024 Complaints Notification Form**

This Form is used to formally notify the Pre-School of an issue or complaint you wish to raise.

Complaints may be issues that cannot be addressed immediately and may involve matters of a more serious nature. A formal complaint may require detailed investigation and the Committee of Management has appointed a Complaints Subcommittee (*supported by staff as appropriate*) to deal with such matters. All matters will be dealt with by our Complaints Subcommittee (at least 4 members), currently comprising:

* Breanna Penny
* Kate Deary
* Paula Marino
* Ashlee Curtis

Alternatively you may prefer to discuss your concerns directly with your child’s teacher or email manager@laralakepreschool.vic.edu.au

***Complete*** the following details, place in a sealed envelope, and place in our mail box at the front of the Pre-School and mark to the ATTENTION: COMPLAINTS SUBCOMMITTEE.

(*To ensure confidentiality we prefer Complaints Notification Forms be submitted in hard copy format, however if you prefer you may submit this form by email to* *manager@laralakepreschool.vic.edu.au*)

A member of the Complaints Subcommittee will acknowledge and respond to you within 3 business days. The matter will be resolved within 14 days as per our Constitution.

Full confidentiality will be ensured.

Name: Date:

Address:

Phone: Email: @

Child’s Kinder Group:

Complaint / Issue *(for example include a description/nature, date(s) of incident, suggestions, etc)*:

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*If you require more space continue over the page.*..

**OFFICE USE:**

Date Received:

Committee Member:

Complaint / Issue *(continued)*:

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*If you prefer to contact the Department of Education (DE) directly the contact details are:*

 South Western Victoria Region – Quality Assessment & Regulation Division

 Children’s Services Authorised Officer

 Ph: 03 5225 1008