



Manly Vale OSHC Complaints & Grievances Record

This form is to be used by families and educators to accurately record any complaints or grievances. These will be addressed by the Nominated Supervisor and Approved Provider of the service. All families will be contacted, and a positive resolution sought for both the service and the family involved. Your form can be anonymously placed in the feedback box at the sign in/out area or handed to a member of staff.

Alternatively, the Regulatory Authority can be contacted on - Dept of Education and Communities, Early Childhood Education and Care Directorate NSW Dept of Education & Communities, Locked Bag 5107. Parramatta. NSW. 2124.

Please tick the relevant notification and provide the information as detailed below:

- Complaints alleging that the safety, health or wellbeing of a child was or is being compromised.
- Date of complaint
 - Name of child to whom complaint relates
 - Complainants name and contact details
 - Written summary

- Complaints alleging that the Law has been breached.
- Date of complaint
 - Complainants name and contact details
 - Name of child/children to whom complaint relates (if relevant)
 - Written summary

A circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.

- Detailed description of the incident including nature of risk, cause, etc
- Detailed description of impact on the operation of the service
- Involvement of emergency services or other authorities (if relevant)