

# Handling Complaints Procedure

## Minor Complaint

1. Parents are encouraged to discuss minor concerns with room leader as soon as possible.

## Serious Complaint:

1. Parents should immediately discuss with Approved Provider or Nominated Supervisor.
2. Details of complaint are recorded.
3. The Approved Provider or Nominated Supervisor will investigate and keep parents informed of any actions taken.
4. Log in to the National Quality Agenda IT System (NQA ITS), complete the Notification of Complaints and Incidents (other than Serious Incidents) NL01 Form, and submit online.
5. If parents are not satisfied with the outcome, provide them with the contact details for the NSW Early Childhood Education and Care Directorate:  
Ph: 1800 619 113 (toll free)  
Email: [ececd@det.nsw.edu.au](mailto:ececd@det.nsw.edu.au)
6. The NSW Early Childhood Education and Care Directorate contact details will be displayed in the foyer area.

## Suggestion box:

1. A suggestion box is available in the foyer area for parents to write down their concerns and leave them anonymously if they wish.
2. The suggestion box will be checked daily by the Approved Provider or Nominated Supervisor.

**The Approved Provider/Nominated Supervisor will ensure that this procedure is followed at all times.**