**PROCEDURE FOR ADDRESSING CONCERNS AND COMPLAINTS**

If at any time you have a concern or wish to make a complaint regarding any aspect of the operation of your child’s children’s service and/or program the following steps are recommended

Or

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| Where possible discuss the matter directly with the person concerned |

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| If unresolved register a complaint verbally or in writing to the  Service Leader or Team Leader – Children’s Services Phone: **03 ( 58329783)**  Email: [council@shepparton.vic.gov.au](mailto:council@shepparton.vic.gov.au) |

Or

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| --- |
| If issue is still unresolved a written complaint should be sent to Early Years Manager  Phone: **(03 58329783)**  Email: [council@shepparton.vic.gov.au](mailto:council@shepparton.vic.gov.au) |

Or

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| Issue resolved,  no further action required |

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| Make a complaint directly to the  Department of Education and Training  Hume Regional Office: 03 5771 4471  Phone: 1300 307 415  Email: [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au) |

# Quality Assessment and Regulation Division (QARD) Department of Education and Training Hume Area, North Eastern Victoria Region

To speak with the Regulatory Authority

* Phone the Hume Regional Office: 03 5771 4471
* Email: [hume.qar@education.vic.gov.au](mailto:hume.qar@education.vic.gov.au)

All notifications of serious incidents and complaints are to be lodged on the ACECQA Portal.

* You can log in or register as a user at:

<https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

All matters relating to service approvals should be directed to Licensed Children’s Services

* Phone: 1300 307 415
* email: [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au)