



Family feedback & complaint process

Alpine Children's Services (ACS) is a not-for-profit organisation providing high quality early childhood services to families throughout the Alpine Shire in North East Victoria.

It is important to ACS that families feel comfortable expressing concerns regarding their child's care and education in addition to the operation of ACS. ACS strives to handle complaints effectively and efficiently while providing an easy and clear process for families to follow to ensure a positive outcome for all. The process ensures families feel supported in our principles for processing feedback and complaints by:

- All families are welcome to provide feedback or make a complaint and are to be reassured that they will be treated fairly throughout the process
- Complaints and feedback will be handled confidentially and your family's privacy will be maintained, except where the release of particular information is required by law.
- It is understood that all parties are seeking to achieve an amicable resolution and inappropriate behaviour will not be tolerated from any parties.
- ACS staff with a role in resolving feedback or complaints will reach conclusions based on a fair hearing of each point of view
- ACS will keep all parties informed of the progress of the complaint and always give families time to respond to matters

Other considerations regarding complaints and feedback:

- **Anonymous feedback and complaints** are difficult to investigate and follow up
- **Mediation** will be sought if deemed practicable and appropriate
- **Withdrawal of complaint** at any time during the resolution process, will deem the complaint to be resolved
- **Record keeping** will be confidential and appropriate and kept for all complaints, even if withdrawn
- **Extreme situations of misconduct**, for example severe bullying or severe sexual harassment, may constitute criminal conduct and will be handled by external authorities

Further information?

Please discuss in confidence with Jenny Griffiths, General Manager Alpine Children's Services on 0439 999 788 or email jgriffiths@alpinechildrensservices.asn.au

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