Grievances / Feedback Procedure

If you have any grievances, complaints or feedback about our service or your child’s educational or care programs we encourage you to promptly attend to any issues by:

1) speaking directly with your child’s teacher

2) If this is not appropriate/possible to speak to your child’s teacher please contact Amelia Barrow (Director) by phone 85912284, email abarrow@brightongrammar.vic.edu.au or in person.

We aim to manage grievances and complaints promptly and in a respectful manner. Our goal is that all families have opportunity and feel comfortable to communicate any issues / complaints, and are confident that we will work towards amicable resolutions by implementing the following procedures:

- Opportunity for confidential discussions – opportunities for the person with the complaint to voice their opinions and express their feelings
- All complaints, grievances and conversations will be documented and recorded
- Discussion of strategies to resolve the issue – strategies will be documented and recorded
- Maintaining confidentiality
- Respectful approaches and interactions are expected by all parties involved

In the event that the classroom teacher or Director is unable to reach an amicable solution to an issue that may arise, the Head of Junior School (Peter Tellefson 8591 2275) will be contacted. Failing this, the Headmaster of the School (Ross Featherston 8591 2200) is to be contacted.

In the event that an issue cannot be solved we will seek the advice of the appropriate officer at the Department of Education and Early Childhood Development. Address and contact details are:

Southern Metropolitan Region
Physical Address: Level 2, 280 Thomas Street, Dandenong 3175
Postal Address: PO Box 692, Dandenong 3175
Telephone: (03) 9637 2000
Email: southerncsa@dhs.vic.gov.au

Parent Satisfaction Feedback Forms are distributed in Term 3. As part of our goal for providing the highest quality service for you and your son, and to fulfill our obligations to our Licensing Agreement with the Department of Education & Early Childhood Development (DEECD), we would value your feedback in regards to your child’s experience in our ELC.