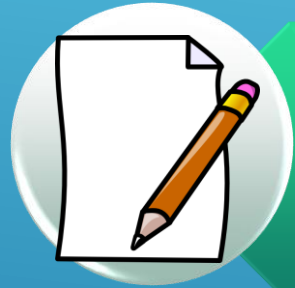


SPEAK UP, ITS YOUR RIGHT!

Making a complaint



- Letter
- Email - acacia@acaia.org.au
- Form's located at centre or online



- Verbal exchange, such as:
 - in person
 - via phone



- Department of education - 1300 333 232
- Child protection- 1300 360 462
- Victoria police- 000

Who can complain

- Children
- Families
- Staff
- students

All complaints can be submitted anonymously, however leaving person contact information will allow us to respond effectively.

Types of complaint

Acacia will deal with complaints if it is alleged that:

- Policies or procedures have been breached
- Anyone is in serious risk of harm or abuse
- The law or regulations has been contravened
- the Quality of educational program is compromised
- Serious incident that has occurred or is occurring
- My voice has not been heard as stipulated in the UN rights of the child violates any Discrimination Acts

What happens after you complain

Once we receive your complaint we acknowledge it and assess your complaint to see who the best person is to manage it. Your complaint will be investigated in a quick and timely manner and will be followed with you.

Possible actions

- Apology and rectify the mistake
- Reporting may occur to authority or external organisations
- Review of policy and procedures which may include staff training
- Quality improvement
- Disciplinary action

What complaints we don't take

If you need to make a complaint about external agency's

- Childcare subsidy – 136150 OR 1800132468
- NDIA- 1800 800 110
- Council properties (on street parking, trees, maintenance work outside fence boundaries)
 - Brimbank City council- 03 9249 4000
 - Yarra City Council- 9205 555
- Traffic control- VIC roads -13 11 71
- Outside services that you have arranged to attend the service-contact attending service

We encourage you to talk to your child's educator or centre director first to resolve the complaint. Acacia takes all complaints seriously.

At Acacia we uphold the following values when managing complaints

Compassion
Honour
Integrity
Learning
Diversity

We also encourage positive feedback to ensure that we are meeting all your expectations.