Form Updated May 2018 – Reference material Education and Care Services National Law Act 2010, Education and Care Services National Regulations , A Directors Manual Managing and Early Education and Care Service in NSW (CELA) NSW Ombudsman "Complaint Handling Kit'. NSW Ombudsman (Education and Care Services National Regulations 2011: 168, 173, 176) National Quality Standard 7.3



Mountain Community Children's Centre Inc.

Grievance/Complaints Record Form

Date of Complaint	
Complaint Received By	
Complaint made by	□ Telephone □ Letter (attached) □ In person □ Other
Subject of Complaint	
Name of Complainant	
Details of Complaint	
Comments	
Action to be Taken	

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Written Feedback to be given by (within 7 days)						
Outcome						
Signed (Management Committee Representative)						
Date						
Signed (Nominated Supervisor)						
l Date	1					
Follow up Required		No Yes (outline o	letails)			
Follow up	_		details)			
Follow up Required	_		letails)			
Follow up Required By whom Any Additional Comments or Relevant	_		letails)			