



# Essex Heights Juniors

Early Learning Centre & Kindergarten

## Grievance and Complaints Form

**Quality Area 7: Governance and Leadership**

**Element 7.1.2:** Systems are in place to manage risk and enable the effective management and operation of the service.

**Element 7.2.1:** There is an effective self-assessment and quality improvement process in place.

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Parents and visitors are requested to make any suggestions or complaints in writing.

We appreciate your views and involvement and welcome your input to ensuring our high standard of care is maintained.

**Name of person reporting complaint:** \_\_\_\_\_

**Best contact Phone number:** \_\_\_\_\_

**Best time to call:** \_\_\_\_\_

**Nature of Feedback and / or Complaint**

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**Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Thank you for this feedback, Management will contact you within the next 24 hours to discuss the matter further and choice an appropriate course of action.**