

Community

Complaints and Feedback



Do you have a problem with or suggestion for our services?

If you are not happy with or have a way we can improve any part of our service, you have the right to complain or give feedback to us.

We welcome complaints, feedback or suggestions from Families who use our services, Community Members or other interested parties.

This feedback will help us to provide a better service to the families and service providers we work with.

How to make a complaint

Talk with your Preschool or Playgroup or Toy Library Coordinator. Often problems can be sorted out by talking to the Coordinator or another Staff Member at our service.

If the problem is not solved?

If the problem is not solved, next step is to contact the Executive Officer, either by calling the Ooranga Gunnedah Office on 02 6742 0603 or in writing via eo@ooranga.com.au or Executive Officer, Ooranga FMRU Assoc. Inc., PO Box 699 Gunnedah 2380.

If you would like assistance writing your complaint, we will provide it, or arrange for someone to help you. A Grievance Form is provided on the back.

If the your complaint relates to the Executive Officer please direct your complaint to the President of the Ooranga Management Committee via Confidential, President, Ooranga FMRU Assoc. Inc., PO Box 699 Gunnedah 2380.

How long will I wait for a response/answer?

The Coordinator will try to solve the issue as soon as possible.

The Executive Officer or President will respond to a formal complaint within 5 business days of receipt of complaint.

What if I'm not happy with the response to your complaint?

The compliant will then be re-directed to the President of the Ooranga Management Committee. They will review outcomes and mediate discussions as required.

What if I'm still not happy?

If we have been unable to solve the problem you can contact the NSW Early Childhood Education Directorate Ph: 1800 619 113 or the New South Wales Ombudsman, <https://www.ombo.nsw.gov.au/>

How to provide general feedback...

- Directly through your local Preschool or Playgroup or Toy Library Coordinator
- Via email to Ooranga's Executive Officer, Rebecca Dridan eo@ooranga.com.au or call 6742 0603
- Be involved in Ooranga surveys

preschool playgroup & toy library

Community



Complaints and Feedback Form

Name: _____

Contact details: _____

(Telephone/email/postal address)

Details of Complaint

Date that issue/concern arose: _____

Location: _____ Preschool / Playgroup / Toy Library

Please provide detail about the complaint you would like to see resolved (attach another page if necessary).

Please detail what actions you have taken to resolve the complaint independently.

Action you would like to see taken.

Do you want to be notified when the complaint is resolved? Yes / No

Signed: _____ Date: _____

Office Use

Date complaint received: _____ Received by: _____
(name)

Referred to Executive Officer Date: _____

preschool playgroup & toy library