

# COMPLIMENTS, FEEDBACK AND COMPLAINTS - Families

## Midvale Early Childhood and Parenting Centre

We value your feedback and believe open communication helps us provide the best care and support for children and families. In line with the National Quality Standard, we are committed to listening respectfully, responding promptly, and working together to resolve concerns in a fair and supportive way.

### 1. Talk with us first

Where you feel comfortable to do so, please talk with:

- Your child's educator, or
- The Centre's management staff

Many questions or concerns can be resolved quickly through an informal conversation.

#### **Timeframe:**

We aim to acknowledge your concern **within 2 business days**.

### 2. Put it in writing (if needed)

If the concern is not resolved, or if you prefer, you can submit feedback or make a complaint in writing by:

- [Email](#)
- [Using our website](#)
- Requesting a feedback/complaint form from the Centre.

This helps us understand your concern clearly and respond appropriately.

### 3. Review and response

All feedback and complaints are treated **confidentially**, respectfully and without judgement.

We will:

- Review the information carefully
- Contact you to discuss the concern or outcome
- Let you know if further time is needed to review the matter

#### **Timeframe:**

We aim to provide a response **within 7 business days**, or sooner where possible.

#### 4. Further review or external support

If the matter is not resolved to your satisfaction, you may request a further review. You can also contact the **Education and Care Regulatory Unit (ECRU)** for independent advice or support.

##### **Education and Care Regulatory Unit (WA)**

- Phone: **1800 199 383** or **(08) 6277 3889**
- Email: [ECRU@communities.wa.gov.au](mailto:ECRU@communities.wa.gov.au)
- Website: [Report a Concern to the Education and Care Regulatory Unit](#)

#### **Our commitment to families**

- Families will **never be disadvantaged** for raising feedback or concerns.
- Complaints help us reflect, improve and strengthen relationships.
- Our practices support **continuous improvement**, as expected under the National Quality Standard.

#### **Centre contact details**

- **Nominated Supervisor / Coordinator:** Sarah-lee Harlow
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