

ST PAUL'S LUTHERAN KINDERGARTEN

GRIEVANCE PROCEDURE STEPS FOR FAMILIES

Step 1: Speak with the Service Leader

If you have a complaint or concern please seek out the Service Leader. You may choose to communicate your concerns in person, via email or over the phone. Contact details can be found on the Prescribed Information form displayed in the Service's entry/notice board.

Step 2: If the outcome is not satisfactory

If the issue is not resolved to your satisfaction or you are uncomfortable speaking with the Service Leader please contact the Chairperson. Details can be found on the Committee Information Sheet, also displayed in the entry area/notice board.

Step 3: Complaint unresolved

Where the complaint is unresolved, the complainant may lodge their ongoing concern, in writing, to the QLECS Head Office.
Email: admin@qlecs.org.au
Phone: 07 3511 4079

Step 4: Using an external agency

The Complainant may take their complaint to an external agency if they feel that their complaint has not been handled properly by the organisation. Please contact the local Department of Education and Training as detailed on the Prescribed Information form.