



COMPLAINTS POLICY

Purpose To implement procedures to manage complaints in a manner that follows the principles of



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The General Manager Corporate Services will delegate a Lead Investigator to collect information in respect to the complaint.

A complainant must be able to demonstrate that the complaint is brought without malice and is based on evidence that the complainant honestly and reasonably believes to be substantially true.

Formal complaints must be in writing and



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References	
Standards	Licensing Criteria for Early Childhood Education and Care Centres 2008 GMA1 Licensing Criteria for Early Childhood Education and Care Centres 2008 HS34 Kindergarten Teachers' Collective Employment Agreement Individual Employment Agreements Privacy Act 1993 Teaching Council Rule 9
Service Documents	



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