

COMMUNITY CHILD CARE CO-OPERATIVE

LTD. (NSW)

Building 21, 142 Addison Road, Marrickville NSW 2204
Phone (02) 8922 6444 Fax (02) 8922 6445
Web www.ccccnsw.org.au
ABN 81 174 903 921



NOTIFICATION OF FEEDBACK/COMPLAINT

1. Your contact details

Family Name Given Name(s)
Organisation
Address
Suburb State Postcode
Phone (hm.) (wk.) (mob.)

2. Are you a... (Please tick box)

Children's service Individual Other Stakeholder
 Other (please specify)

3. Is the feedback or complaint about an action of... (Please tick box and give details)

a Community Child Care Co-operative service/staff member
 a Community Child Care Co-operative trainer/consultant
 other

4. Have you discussed your matter with a staff member?

Yes No – go to Question 5
If yes when? Who dealt with the matter?
What was the result?

5. Please give details of your feedback or complaint and the outcome you are seeking.

Please provide all relevant dates (You should normally complain within three months of the event concerned). You may wish to attach further documentation.

Date: Signature

(Name and signature of Staff Member if received by telephone)

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FOR OFFICE USE ONLY

COMPLAINT/FEEDBACK ACTION TAKEN

ACTION TAKEN:

Acknowledgement letter sent Date

Manager's signature Date

Name of Manager

If not resolved within 5 business days: CEO advised Date

ACTION TAKEN:

Manager's/CEO's signature Date

Name of Manager

REVIEW

Once process is completed, review details of complaint with a view to incorporating improvements:

RECOMMENDED IMPROVEMENTS:

Manager's signature Date

Name of Manager

Date Taken to Manager's Meeting