Lutheran Education | Early Childhood and School-Aged Care Services Queensland

GSM-Grievance and Complaints Procedure V9.23

Staff/educators, families, children and child advocates will need to work through the stages below when raising a grievance or complaint, so that at each step the relevant person has an opportunity to address the concerns prior to escalating it to the next level.

1

Raise your concern in a calm manner with the person with whom you have the grievance or complaint

If you are unable or not comfortable in doing this or you were not happy with the outcome then you should...

2

Open Communication – speak with the Service Leader/Nominated Supervisor

You may choose to communicate your concerns in person, via email or over the phone.

Contact details can be found on the Grievance and Complaints Statement for Staff/Families (GSM-Grievance and Complaints Statement) , displayed in the Service/FDC Educator's home entry/notice board and the Educator and Family Handbooks.

3

Unsatisfactory Outcome

If the issue is not resolved to your satisfaction or you are uncomfortable speaking to the Service Leader/Nominated Supervisor, please contact the QLECS Children's Services Manager (CSM) who will address your concern directly or with the relevant management personnel.

The CSM contact details can be found on the CSM Information Poster, also displayed in the Service's entry area/notice board.

4

Complaint Unresolved

If the complaint remains unresolved, the complainant may lodge their ongoing concern with the Approved Provider.

Email: admin@qlecs.org.au

Phone: 07 3511 4077

5

Regulatory Authority in your State

If the complaint is alleging that a serious incident has occurred or is occurring at an education and care service, or the National Law has been contravened, and is unresolved through the steps above, please contact the local Department of Education and Training as detailed on the Grievance and Complaints Statement (GSM-Grievance and Complaints Statement) or in the Family Handbook.