



Samuel Gilbert Out of Hours School Care Centre Inc. Member Feedback Form

Comments, Suggestions, Compliments or Complaints (please circle)

Our service welcomes feedback from families in relation to the operation of the service as it assists in the continuous improvement of the service and acknowledging achievements.

Place in the service letterbox above the pigeon holes, hand to a staff member or email to sgooshmanagement@bigpond.com or sgoosh@bigpond.net.au

Date:

Comment:

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Please complete your details below if you are happy to be contacted personally.

Name: Phone:

Have you raised this issue before? Please circle Yes No

If Yes, when?.....

Thank you 😊

If you are not able to address this issue with staff, please contact the Management Committee to discuss your concerns: Peter Payne (President) 0419 288 647 or alternatively Contact the NSW Regulatory Authority, NSW Early Childhood Education and Care Directorate, Department of Education and Communities Ph: 1800619113, or email: ececd@det.nsw.edu.au

Centre Use only:

Action taken: Immediate/further investigation/follow up required/timeframe/ reported to Management Committee/ Feedback to Member

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Outcome: (Communicated to all members via newsletter (Where appropriate) Centre Diary/Staff/Individual family/update policy and procedures

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If this complaint/incident meets any of the following criteria:

- **Complaints alleging that the safety, health or wellbeing of a child was or is being compromised.**
- **Complaints alleging that the Law has been breached**
- **Incident that requires/required the Approved Provider to close or reduce the number of children attending the service for a period**
- **A circumstance that poses a significant risk to the health, safety or wellbeing of a child attending the service.**

Notification Requirements and Assessment

An Approved Provider must notify the Regulatory Authority of any complaint and/or incident at an approved education and care service operated by the approved Provider

Please inform the Nominated Supervisor as the Regulatory Authority needs to be contacted as per Notification of Complaints and Incidents (Other Than Serious Incidents) (s174 of the Education and care Services National Law Act 2010) Form no NL01.