At Burra Early Learning Centre we support all children, staff, parents and community members to raise any issues or concerns or grievances that may affect their learning or general wellbeing.

The following process will apply when dealing with any issue, concern or grievance:

1. **Children**
   - Talk to staff or adult you trust or feel safe with about what has happened.

2. **Parents**
   - Identify concern or issue
   - Arrange a time to speak to the person concerned.
   - If the grievance is not resolved arrange a time to speak to the centre Director.

3. **Staff**
   - If the issue remains unresolved contact Regional Office on 86320600 and make a time to discuss your concern.
   - Contact the Parent Complaint Unit for advice and support if your complaint has not been resolved on 1800 677 435

Parents may be supported by a friend, family member or representative of a support organisation.

Remember the door is always open and it is always better to intervene early to avoid conflict and avoid future problems.

All issues and concerns will be treated in confidence.

Director .................................................................

Governing Council Chairperson........................................