

Grievance Procedure

If you have any concerns or grievances about any aspect of Merinda Park Learning and Community Centre's services, please direct them to:

- 1. Children's Services Coordinator-** Kirsty Tucker,
kirsty@merindapark.com.au (if childcare-related)
- 2. Centre Manager-** Cassandra Thaddaus,
cassandra@merindapark.com.au (for all other complaints or if you feel your grievance can't be resolved)
- 3. President of The Committee of Management-**
Reigan Reed, reigan_r@outlook.com or (if the complaint is about the Centre Manager or if you feel your grievance still can't be resolved)
- 4. Department of Education -**
<https://www.education.gov.au/about-department/contact-us/complaints> or email complaints@education.gov.au
- 5. The Australian Children's Education & Care Quality Authority (ACECQA) -** <https://www.vic.gov.au/make-complaint-early-childhood-services-regulatory-authority?Redirect=1>