



## COMPLAINTS/COMPLIMENTS/COMMENTS

**ECKA Value all feedback from children, parents, and families using ECKA services. Complaints, compliments or comments assist us to provide high quality early education and care services.**

If you wish to make a complaint, comment or compliment, please be assured of the following;

- You have the right to make a complaint, comment or compliment about any aspect of our service to you
- All complaints or will be taken seriously and will be confidential
- All complaints will be dealt with promptly and we will do our best to resolve any concern you have in relation to our services to you
- You will not be discriminated against in any way if you make a complaint and you can still attend normal services while any complaint is being investigated.
- All comments and compliments will also be reviewed by ECKA management teams to assist in ECKA's continuous quality improvement processes to assist in the development of high quality services

**Complaints/Compliments/Comments can be lodged either verbally or in writing in the following ways:**

**ECKA CEO or Operations Manager**

**11 Grandview Grove**

**Wendouree, 3355**

**Mobile: 0400 089 143**

**Email: [ceo@ecka.org.au](mailto:ceo@ecka.org.au) Or [om@ecka.org.au](mailto:om@ecka.org.au)**

**Department of Education and Training (DET):- Manager  
Quality Assessment and Regulation Division Contact Ph.  
No. 4334 0589**

**109 Armstrong Street North Ballarat, 3350**

