

Complaints and Feedback

Easy Read Policy

Catholic Early EdCare wants everyone to feel safe and listened to.

At Catholic Early EdCare, we know it is important for people to feel safe and respected when they tell us a problem or give us feedback.



This includes:

- Children
- Families
- Staff and educators
- People from all cultures and communities, including Aboriginal and Torres Strait Islander peoples

Providing Feedback or Making a Complaint

We welcome both feedback and complaints as valuable opportunities to improve our services.

A **complaint** is when you let us know that something isn't working well or you're dissatisfied with an aspect of our service.

Feedback includes any comments — positive or negative — about your experience with us or how we operate.

You're welcome to share your feedback or complaint:

- In person
- In writing (via letter or email)
- Through a trusted representative, if you prefer



We're committed to listening and responding respectfully to all feedback.

Catholic Early EdCare promises to:

- ✓ Listen to your complaint or feedback
- ✓ Take it seriously
- ✓ Make you feel safe and respected
- ✓ Keep your information private
- ✓ Support you through the process
- ✓ Try to fix the problem quickly
- ✓ Learn from complaints so we can do better

Cultural safety is very important.

At Catholic Early EdCare, we understand that people have different backgrounds, cultures, languages and ways of doing things.



Catholic Early EdCare will:

- 👉 Respect Aboriginal and Torres Strait Islander peoples, culture, stories and Elders
- 👉 Offer support from someone who understands your culture, if you want
- 👉 Make sure our complaints process is fair and safe for all
- 👉 Use easy words and pictures when needed
- 👉 Ask for your ideas to make our service better



If you are unhappy, you can:

- ✓ Talk to a staff member you trust
- ✓ Ask for a support person to help you
- ✓ Ask for an interpreter if you need help with English
- ✓ Make a complaint to a manager or higher staff
- ✓ Call or write to us - our contact details are on display

We're committed to creating a safe and supportive environment for all children and families.

We encourage open communication and your feedback helps us respond appropriately and continue to improve the quality of care we provide.

We want our services to be safe, kind, and fair for everyone!

Catholic Early EdCare listens. We care. We respect everyone's voice. You have the right to speak up, be heard, and be treated with respect – no matter who you are.

