

WE LISTEN TO YOU!

At Catholic Early EdCare, it's okay to speak up!

What is a Complaint or Feedback?



complaint

Telling us something made you **upset** or **uncomfortable**.



feedback

Telling us what you **liked** or what we can do better.

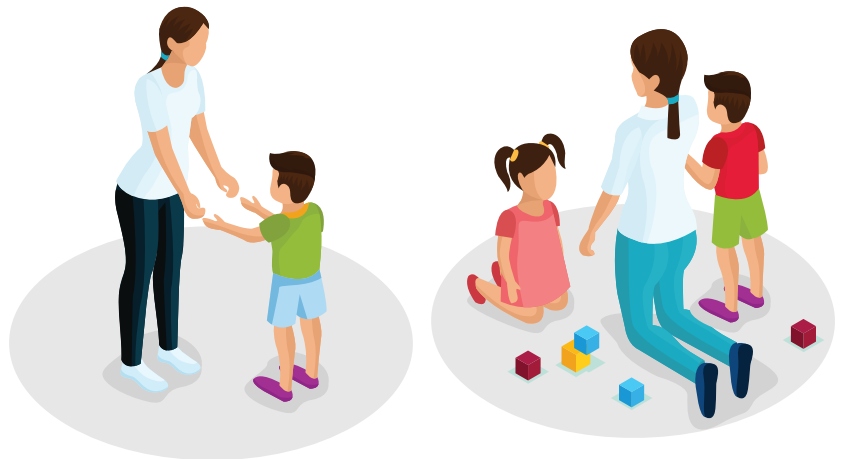
You can:

- Talk to us
- Call us
- Write a letter or email
- Ask someone you trust to help

What we promise:

When you speak up, we will:

- Listen to you
- Take you seriously
- Make sure you feel safe and respected
- Keep what you say private
- Help you through it
- Try to fix it quickly
- Learn how to do better.



Everyone is welcome!

We care about everyone's background, culture and story.

We will:

- Respect Aboriginal and Torres Strait Islander cultures and Elders
- Support you with someone who understands your culture
- Keep things fair and safe
- Use simple words and pictures
- Listen to your ideas to make our service better



What if I'm not happy?

That's OK! You can:

- Talk to a staff member you trust
- Ask someone to support you
- Ask for an interpreter if you don't speak much English
- Talk to the manager or higher staff
- Call or write to us (the contact info is on the wall)



You won't get in trouble.

It's safe to tell us something is wrong.
We want to help make it better!

Staff are protected too - that's called the "Whistleblower Policy."



We want everyone to feel:

- ✓ Safe
- ✓ Cared for
- ✓ Treated Fairly

Your voice matters!