

## FEEDBACK PROCEDURE

Everyone using the Service – Families, Children and Staff – have the right to raise issues, concerns or voice their complaints or to appeal any decision of the Service. All matters discussed are respected and treated fairly with a genuine desire for resolution.

In the **first** instant please speak to the **Nominated Supervisor** and attempt to resolve the matter.

The nominated supervisor shall respond to such request as soon as reasonably practicable.

If the grievance or dispute is not resolved, please consult with the

**Cairns Catholic Early Learning and Care Manager**

If the Manager cannot resolve the issue, you may need to refer to the Approved Provider, **Executive Director Diocesan Services and Support** at the Catholic Diocese of Cairns Head Office.

**At this stage all complaints must be made in writing.**

### CONTACT DETAILS:

#### NOMINATED SUPERVISOR

COLLEEN TROSSER

1 MacKillop Road,

Mt Peter

Phone: (07) 4252 5717

[oshc.mtpeter@cclc.catholic.org.au](mailto:oshc.mtpeter@cclc.catholic.org.au)

Mailing Address:

PO BOX 625, Cairns 4870

#### EARLY LEARNING AND CARE MANAGER

SONIA MASZAK

130 Lake Street,

Cairns

Phone: (07) 4046 5677

[admin@cclc.catholic.org.au](mailto:admin@cclc.catholic.org.au)

Mailing Address:

PO BOX 625, Cairns 4870

#### ROMAN CATHOLIC TRUST

CORPORATION

DIOCESE OF CAIRNS

183 Abbott Street

Phone: (07) 4046 5600

[ceo@cairns.catholic.org.au](mailto:ceo@cairns.catholic.org.au)

Mailing Address:

PO BOX 625, Cairns 4870



The Department of Education and Training is committed to ensuring that all Queensland children have the opportunity to access quality early childhood education and care. A parent, an educator, staff member or other member of the public who is concerned about the quality or compliance of an education and care service may make a complaint to the department.

CAIRNS OFFICE of EARLY CHILDHOOD EDUCATION AND CARE. Ph: 07 4037 3911

[cairns.ecec@qed.qld.gov.au](mailto:cairns.ecec@qed.qld.gov.au)