# Complaints Letter

INSERT LOGO and address

Dear families,

Our Service welcomes feedback from families because this helps us improve learning outcomes for your child.

You know your child best, so we want you to tell us what is working, what isn’t and what you think could be improved. Please discuss these with your child’s Room Leader, educator or the Nominated Supervisor. We’ll respond personally to these suggestions or concerns unless you’ve provided written feedback and chosen to remain anonymous.

We also encourage you to raise any unresolved concerns or complaints with the Nominated Supervisor using our complaint form. We’ll investigate these as quickly as possible in a thorough and transparent manner following our complaint procedure, and provide you with a written outcome. You’re welcome to view the procedure at any time. If we identify a problem affecting other families, we’ll also let them know about the issue and how we’ve addressed it without revealing your name.

If you have any enquiries about providing feedback or our complaint procedure, please don’t hesitate to contact me.

Sincerely,

<insert name of Nominated Supervisor>

Nominated Supervisor

Ph <insert number>

<insert date>