



Grievance and complaints form – Parents & Caregivers

All grievances and complaints should firstly be discussed with the Director – Outside School Hours Care, and resolved if possible.

If the issue cannot be dealt with to the parent / caregivers satisfaction, the form below is to be completed and forwarded to the Director - OSHC who will acknowledge your complaint and inform you of the steps to be taken to investigate and resolve your complaint. This may involve a meeting to ensure your concerns are heard fairly, and we may seek information from other parties to ascertain the facts pertaining to your complaint. Serious complaints will be referred to the Assistant Principal and Finance Manager.

This form is to be read in conjunction with the Pulteney Grammar School Policy A8. Policy on Dealing with Grievances and Complaints.

1. Outline the grievance & complaint in detail (including witnesses / third parties involved)

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2. What was the proposed Pulteney OSHC response to the grievance / complaint? (if applicable)

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3. Why did the proposed response not resolve the grievance / complaint?

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Office use only

Date received \_\_\_\_\_

↑ Acknowledgement letter sent – Date \_\_\_\_\_