



COMPLAINTS PROCEDURE

PRE-SCHOOL AND EARLY STARTER GROUPS

Effective Date: 2009
Review Date: Annually
Circulation: Policy Manual





1. In the first instance, all complaints are to be made to the appropriate teacher of your child. If for some reason you are not satisfied, your complaint should then be taken to the Principal of the Montessori Early Education Centre.
2. If the matter is not resolved to your satisfaction then the complaint should be directed to:

**Department of Education and Early Childhood Development
Level 3 / 295 Springvale Rd
Glen Waverley, 3150
Ph: 9265 2400**

