



54-56 Industrial Drive, Mayfield 2304

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director@hecc.org.au



HUNTER EARLY CHILDHOOD CENTRE

Partner of Hunter Women's Centre

Dealing with Grievances Procedure

National Quality Standards	National Regulations
QA7	168

Procedure

All complaints and feedback are to be forwarded to the Nominated Supervisor to be handled accordingly. A direct reply will be sent from the Nominated Supervisor within 24 hours of receiving the complaint.

Nominated Supervisor:

Samantha Gilmour
Email: director@hecc.org.au
Phone: 02 4967 4991

If further assistance is required following contact with the Director / Nominated Supervisor of HECC, communication can be made with the Approved Provider.

Approved Provider:

Hunter Region Working Women's Group
Email: board@hwc.org.au

Regulatory Authority Contact Details:

Early Childhood Education and Care Directorate
NSW Department of Education

Address:

Locked Bag 5107
Parramatta NSW 2124

Website:

<https://education.nsw.gov.au/early-childhood-education>

Email:

ececd@det.nsw.edu.au

Phone:

1800 619 113

Sources

Education and Care Services National Regulations 2011

National Quality Standard

Early Years Learning Framework

Dealing with Employee Work-related Concerns and Grievances Policy and Guidelines: NSW DPC

Date Reviewed on:	Next Date for Review:
21 st January 2020	21 st January 2021