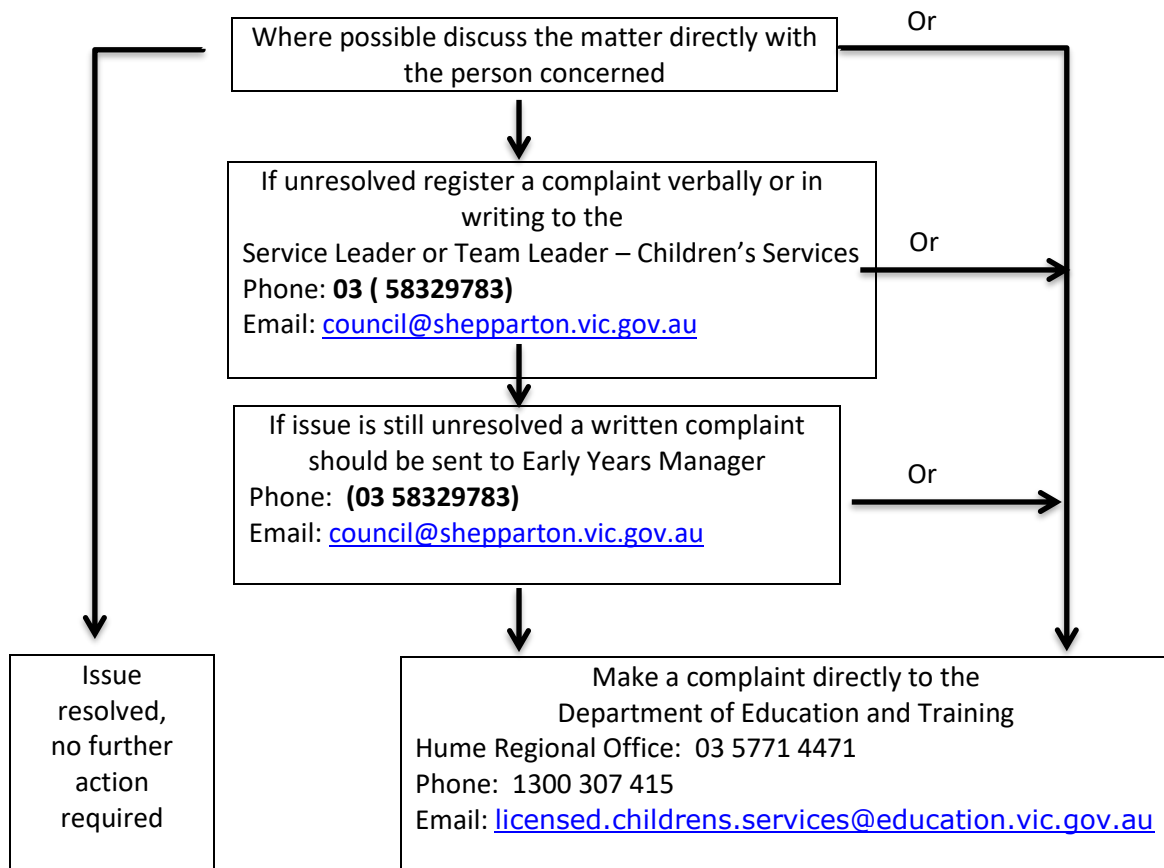


# GREATER SHEPPARTON CITY COUNCIL CHILDREN'S SERVICES



## PROCEDURE FOR ADDRESSING CONCERNS AND COMPLAINTS

If at any time you have a concern or wish to make a complaint regarding any aspect of the operation of your child's children's service and/or program the following steps are recommended



### Quality Assessment and Regulation Division (QARD) Department of Education and Training Hume Area, North Eastern Victoria Region

To speak with the Regulatory Authority

- Phone the Hume Regional Office: **03 5771 4471**
- Email: [hume.qar@education.vic.gov.au](mailto:hume.qar@education.vic.gov.au)

All notifications of serious incidents and complaints are to be lodged on the ACECQA Portal.

- You can log in or register as a user at:  
<https://public.nqaits.acecqa.gov.au/Pages/Landing.aspx>

All matters relating to service approvals should be directed to Licensed Children's Services

- Phone: **1300 307 415**
- email: [licensed.childrens.services@education.vic.gov.au](mailto:licensed.childrens.services@education.vic.gov.au)