



# Feedback and Grievances

Everyone using the Service – Families, Children and Staff – have the right to raise issues, concerns or voice their complaints or to appeal any decision of the Service. All matters discussed are respected and treated fairly with a genuine desire to resolution.

In the **first** instant please speak to the **Education Leader/Teacher** and attempt to resolve the matter. The Education Leader/teachers shall respond to such request as soon as reasonably practicable.

If the grievance or dispute is not resolved please consult with the **Principal – Nominated Supervisor**

If the Nominated Supervisor cannot resolve the issue, you may need to refer to the Approved Provider, **Manager for Employee Services** at the Catholic Diocese of Cairns Head Office. **At this stage all complaints must be made in writing.**

## Contact Details

### Education Leader

Majella Robson  
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### Nominated Supervisor

Sharon County  
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### Manager for Employee Services

Deborah Krotty  
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The Department of Education, Training and Employment (the department) is committed to ensuring that all Queensland children have the opportunity to access quality early childhood education and care.

A parent, an educator, staff member or other member of the public who is concerned about the quality or compliance of an education and care service may make a complaint to the department.

**CAIRNS OFFICE OF EARLY CHILDHOOD EDUCATION AND CARE, Phone 4037 3901**