

# **Aberfoyle Hub Preschool**

## **Grievance and complaints procedure**

### **Grievance / Complaints Procedure**

If any parent/caregiver has concerns regarding any aspect of their child's education please see the Director in the first instance.

If you have concerns regarding staff you may speak directly to the staff member involved or to the Director who will inform the staff member of the issue and work with you and the staff member to resolve the concern.

If you are not satisfied that your concern has been resolved, you may choose to contact the Education Complaint Unit 1800 677 435