

Service Complaint Flowchart

SCECS supports your right to raise concerns and seek resolution directly with the service.

A complaint may be made either informally or formally and may relate to any matter that you or your child believe to be unfair or that causes dissatisfaction with the service.

Inform the SCECS Director / Coordinator

All confidential conversations with parents/carers will take place in a quiet place away from other children, parents or staff. If you or your child has a complaint about the service, you are encouraged to talk to the **SCECS Director / Coordinator** _____ who will arrange a time to discuss your concern and come to a resolution to address the issue. If you are not satisfied with the response, please go to the next step.



Inform SCECS Management

SCECS Management can be contacted
Address: 38 Renwick St,
Leichhardt NSW 2040
Phone: 02 9568 8628
Email: scecs.customerservice@syd.catholic.edu.au
If you are not satisfied with the response, please go to the next step.



Inform the Regulatory Authority

NSW Early Learning Commission
Phone: 1800 619 113 (toll free)
Email: information@earlylearningcommission.nsw.gov.au
Website: www.education.nsw.gov.au/early-childhood-education/regulation-and-compliance