

If you have a concern, chances are that you are not alone.

Your feedback could make us aware of problems that we don't know about. So, we want to hear from you.

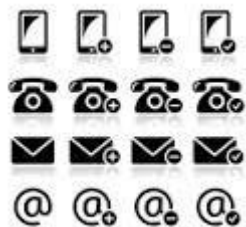
Let's talk

Please discuss any concerns or questions you have about the preschool - our programme or management.

We take all feedback seriously and want to understand how we can best ensure families and children are satisfied.

You are welcome to speak to our Director, educators or Board Representative if you have any issues you wish to raise.

We also welcome feedback via email and phone. You can send us a letter or drop a note into the office letterbox on our verandah. You can also use the *Compliments, Feedback and Complaints Form* available at the office or on our website.



What to expect

If you have a complaint, we will respond to it promptly and sensitively. We will treat your complaint in confidence and respect your privacy.

You can help us by providing as much relevant information as possible.

We aim to address your concerns as quickly as possible. Where appropriate, we will investigate your complaint to understand what happened and why and to find ways to prevent it from happening again.

We will keep you informed about the progress of your complaint along the way.

What we will do

We will work with you to assess how best to resolve your complaint. Please consider the outcome you would like and we will strive to provide it.

Improving our service

Compliments and complaints are discussed at staff and Board meetings. We work together to find ways to improve our preschool and keep educators, staff and our Board informed of what has happened.

GCP is committed to providing a high quality preschool programme.

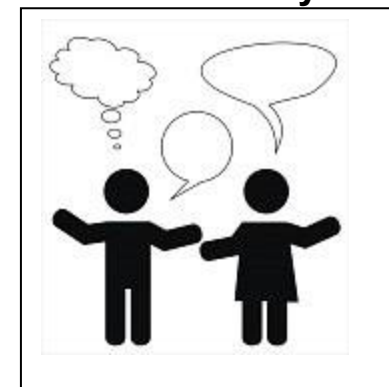
We value your feedback - including complaints.

We view complaints as an opportunity to improve our services.

We appreciate you taking time to let us know what you think we do well and where we can improve our services.

We want to hear from you about how we're doing.

Let's hear from you.



Contact details Gordon Community Preschool

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Gordon, 2072
Ph 94984114

email office -
admin@gordonpreschool.com.au
email Director –
director@gordonpreschool.com.au
or download the
*compliments, feedback
complaints form* from our
website -
www.gordonpreschool.org.au



A LOT OF
PROBLEMS
IN THE WORLD
WOULD
DISAPPEAR
IF WE TALK
TO EACH OTHER
INSTEAD OF
ABOUT EACH OTHER

Before you speak, let your words
pass through three gates.

At the first gate, ask yourself,
'Is it true?'

At the second ask,
'Is it necessary?'

At the third gate ask
'Is it kind?'

-Sufi saying

To affectively communicate
we must realize that we are
ALL DIFFERENT
in the way we perceive the world
and use this understanding
as a guide to our
COMMUNICATION
with others

-Anthony Robbins-

2Be
POSITIVE

www.2becallive.com

Compliments, feedback and
complaints information

Help us improve and tell us what you think

Gordon Community Preschool
We'd love to hear from you

