

# Complaint management process for groups with committees or formal management structures

## 1 Complaint made/issue raised

- Complainant/s provides details of the complaint/issues with committee, including copies of supporting documents or materials, information about possible solutions or outcomes

## 2 Investigation by organising group or committee

- Committee responds to complainant/s
- Talk with relevant people involved – depending on the playgroup structure this may include asking for written submissions or speaking at a meeting
- Explore solutions
- Decision on how to resolve complaint/issue

## 3 Communicate outcome

- Inform the complainant/s of the decision including any right to appeal the decision and the appeal process
- Take action required
- Communicate any changes to policy or practice to playgroup families