Good relationships between the preschool and its community give your children a greater chance of success.

It is only natural that from time to time parents have concerns about what happens at preschool or Rural Care.

Your concerns may relate to either staff performance or preschool and Rural Care policies.

Should this happen, it is important to know the correct way to have your concerns acted upon.

At Melrose Outreach Preschool and Rural Care we have a process which allows this to happen.

**PRESCHOOL AND RURAL CARE TEAM**

**Preschool director**
Jenny Stringer

**Preschool Teacher**
Angela Hamlyn

**Kindy ECW**
Karen Blesing

**Preschool Support**
Karen Blesing

**Rural Care ECW**
Elin Griffiths

**Rural Care ECW**
Rachel Yates

**Rural Care ECW**
Vanessa Hook

You are welcome to contact us at anytime.

Phone: 08 8666 2145
Fax: 08 8666 2201
Jenny’s Mobile: 0429 697 245

**MELROSE OUTREACH PRESCHOOL AND RURAL CARE GRIEVANCE PROCEDURE**

**Quality School Community Relationships**

**PARENT & COMMUNITY COMPLAINT POLICY**
We will document complaints and reply to complainants in 5 working days as per DECD Policy and Procedures (March 2012)