# Attachment 2 – Complaints register

## Complaints register

The complaints register should have the fields shown below.

* Complaint record number
* Date of complaint
* Name of person making the complaint
* Contact details
* Reportable to the Regulatory Authority (yes/no)
* Subject matter(s) of complaint:

**Staff conduct (yes/no)**

**Centre processes (yes/no)**

**Fees and charges (yes/no)**

**Complaint resolved by:**

**Educator / Teacher (yes/no)**

**Centre Director / Assistant Director (yes/no)**

**Area Manager, central office (yes/no)**

**Early Learning Services Director, central office**

**CEO, central office**

**Complaint referred to the Regulatory Authority (yes/no)**

**Outcome of Regulatory Authority’s investigations**

**Complaint resolution:**

**To complainant’s satisfaction (yes/no)**

**To ELV’s satisfaction (yes/no)**

Source: ELV Handling Complaints and Feedback Policy