



Armidale and District Family Day Care LTD

Complaints Handling Flow Chart

1. The complaint is received

2. Record the complaint

3. Acknowledge the complaint

4. Assess the complaint

Does the complaint warrant an investigation?

Yes

No

5. Investigate the complaint

5. Provide an outcome

6. Provide an update to the complainant

7. Provide a final outcome and options of redress

Close the complaint