

# Child Complaint Form

This form is to be used to provide a written record of a child's views and needs in relation to their experiences in an early childhood service. It can be used by parents or caregivers, or a child's teacher or educator to record the child's views and needs. For pre-verbal children the form may be completed based on what is known from observations and interactions with the child.

The form once completed belongs to the child. The form should not be shared with other families or people outside of the child's immediate circle of caregivers and teachers. It should be treated as confidential, and the child protected.

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Child's Name: \_\_\_\_\_ Date: \_\_\_\_\_

ECE Service: \_\_\_\_\_ Interviewer/Recorder: \_\_\_\_\_

1. What makes you feel happy at this place *(or the name that the child knows the ECE service by)*?

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2. What makes you feel sad at this place?

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3. Is anyone mean to you? Or does anyone here make you feel sad or angry? - how?

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4. What things don't you like here?

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5. What things do you like doing the most here? – why?

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Thank you \_\_\_\_\_ (*child's name*) for telling me about \_\_\_\_\_

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*(this is the adult's summary)*

### Next Steps

1. A date and time should be set for the child's primary caregiver or teacher at the service, the child's parents/caregivers, and the child to meet and discuss the complaint without the distraction of other children or people.
2. At the meeting discuss what's not right for the child and brainstorm for ways to make things better. Come up with an action-plan for change that will work for all parties (especially the child).