



# ECRU

Education and Care Regulatory Unit



**? Worried about something?**

I'm really worried.  
I don't know what to do?

**Want to raise a concern or make a complaint?**

**Have you raised your concern?**  
**You should talk to someone.**

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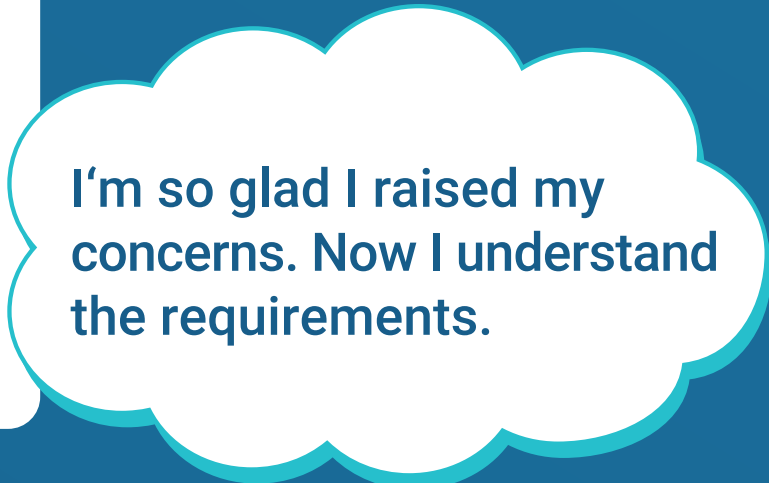
Have you talked to the centre manager or the approved provider?

The name and telephone number of the person at the education and care service to whom complaints may be addressed must be clearly visible in the main entrance.

**Speak up straight away.**  
**So we can investigate.**

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We will listen to your concern and investigate what's happening.




I'm so glad I raised my concerns. Now I understand the requirements.

**To report a concern to the regulatory authority (ECRU).**

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Scan the QR code to take you to the ECRU website for information on the National Quality Framework and for the details on how to

**Report Concern**



You can raise concerns about an education and care service by calling or emailing ECRU:

Tel: (08) 6277 3889  
Free call: 1800 199 383  
Email: [ECRU@communities.wa.gov.au](mailto:ECRU@communities.wa.gov.au)