



COMPLAINTS PROCEDURE

Rationale: Clear communication and positive resolution of issues and concerns are required to ensure quality education and care is provided for children and their families/whānau.

Purpose: To provide a clear procedure for any person who has a concern and/or complaint about the Centre's compliance with the Education (Early Childhood Centres) Regulations (2008) (the 'regulations') and/or the Licensing Criteria for Early Childhood Education and Care Centres 2008 (the 'Licensing Criteria').

PROCEDURES

- Any person who has concerns or complaints about the Centre's compliance with the 'Education (Early Childhood Services) Regulations 2008' or the 'Licensing Criteria for Early Childhood Education and care Centre 2008' can address these with the Manager/Supervisor or Owner/a member of the Trustee (BoT).
- When the Owner/a member of the BoT receives a complaint, they will acknowledge the complaint, suggest to the person involved they speak to the Manager/Supervisor, or offer to do this on their behalf.
- If a person has a concern or complaint about a staff member they should in the first instance raise this with the staff member. If they feel unable to do this, they should talk with the Head Teacher, Manager/Supervisor or the Owner/a Member of the BoT.
- If any person has a concern or complaint about the management of the Centre, they should in the first instance raise this with the Manager/Supervisor or the Owner/Chairperson of the BoT. If they feel unable to do this they may contact the local Ministry of Education (Name and phone number of the local office to be provided).
- A complaint in relation to a child's behaviour will in the first instance be raised with the staff or Centre Manager. If the issue remains unresolved, the complaint will then be taken to the Owner/Chairperson of the BoT.
- When the Manager/Supervisor or Owner/Chairperson of the BoT receives a concern or complaint, they will discuss the complaint with the person in an effort to resolve the issue. If no resolution is reached, the person will put the concern in writing to the Manager or Chairperson of the BoT.
- The Manager and a sub-committee of the BoT will meet to discuss the issue. If the concern/complaint is not resolved, a mediator will be used to address the issue with all concerned.
- All written concerns will be addressed within 14 days of being received.

- Copies of the Regulations and Licensing Criteria can be found on the shelf in the foyer.
- A copy of the Centre Operational Manual is placed in the foyer (or other appropriate display place).

Contact Information for parents to the local Ministry of Education:

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Licensing Criteria GMA 1.