

COMPLAINTS POLICY

Rationale: Clear communication and positive resolution of issues and concerns are required to ensure good relationships are maintained and 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 or complaint about the Centre's compliance with Regulations and/or Licensing Criteria, the management of the Centre, a staff member or a child's behavior whilst in attendance at the Preschool.

PROCEDURES

1. The '**Complaints Procedure**' flowchart is attached as **Appendix A**.
 - 1) First raise any concerns or complaints *personally* with the **person concerned** in an effort to resolve the issue.
 - 2) If the matter is still not resolved meet with the **Centre Manager/Supervisor**.
 - 3) If the matter is still not resolved then a *second meeting* should be arranged with the **Centre Manager/Supervisor**.
 - 4) If the matter is still not resolved put the concern or complaint in writing to the **Board of Directors' Chairperson**.
 - 5) If the matter remains unresolved assistance will be sought from an agreed **Christian Dispute Resolution Service**, or for matters relating to compliance or management the complainant may contact the local **Ministry of Education**, ECE Development Officer (07 858 7130).
2. Issues relating to the **Compliance or Management of the Centre**, or in relation to a **child's behavior** or a **staff member** should **FIRST** be raised directly with the **Centre Manager/Supervisor** and the **Complaints Procedure** followed from that point - with the exception of concerns or complaints regarding a **staff member's** performance, bullying, harassment, discrimination, misconduct or serious misconduct in which case the **Centre Manager/Supervisor** will follow the appropriate procedures contained in the **Personnel Policy**.
3. Verbal concerns will be recorded, dated and held confidentially, along with any other written correspondence, by the Centre Manager/Supervisor or Chairperson of the BoD.
4. Written concerns will be confidential to all parties involved and will be acknowledged in writing within 2 days of being received with a plan made going forward.
5. Copies of the **Regulations and Licensing Criteria** can be found on the shelf in the foyer.
6. A copy of the **Centre Operations Manual** is placed near the sign-in desk (or other appropriate display place).

Licensing Criteria GMA 1

SIGNED: _____

NAME: _____

POSITION: _____

Appendix A

Person has a complaint or concern about **Compliance/Management of the Centre**, a **Staff Member** or a **Child's Behaviour**

COMPLAINTS PROCEDURE

<p style="text-align: center;"><i>Person has a complaint or concern.</i></p> <p>Raise the issue with the person concerned and try to resolve</p> <p>After an appropriate length of time has the issue been resolved?</p>	<p>YES</p>
<p style="text-align: center; color: red;">NO</p> <p>Meet with the Centre Manager/Supervisor to outline the issue and try to resolve the situation. A report will be made back to the person with the concern as necessary or agreed.</p> <p>After an appropriate length of time has the issue been resolved?</p>	<p>YES</p>
<p style="text-align: center; color: red;">NO</p> <p>Re-meet with the Centre Manager/Supervisor to try and seek a positive resolution to the situation.</p> <p>After an appropriate length of time has the issue been resolved?</p>	<p>YES</p>
<p style="text-align: center; color: red;">NO</p> <p>Put the complaint or concern in writing to the Chairperson of the BoD. After a reasonable investigation a report will be made back to the person with the concern as necessary or agreed.</p> <p>After an appropriate length of time has the issue been resolved?</p>	<p>YES</p>
<p style="text-align: center; color: red;">NO</p> <p>If complaint or concern remains unresolved assistance will be sought from an agreed Christian Dispute Resolution Service</p>	<p>NO</p> <p>If a complaint or concern about Compliance or Management of the Centre remains unresolved contact the Ministry of</p>

MANAGEMENT & ADMINISTRATION

COMPLAINTS POLICY – PT.14

DATE ADOPTED: 16.10.17

DATE FOR REVIEW: 2021

	Education Office, ECE Development Officer (07 858 7130)
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