

# COMPLAINTS POLICY (GMA1)

**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 Centres 2008*' can address these with the Manager or Director. It is our policy for all complaints to go through Management who will then involve Directors if necessary.
- If the complaint is about Management then Directors may be contacted in writing and will then meet to discuss complainants concerns. If they feel unable to do this they may contact the local Ministry of Education Christchurch office: PO Box 2522, Christchurch 8140. Ph (03) 378 7300
- When the Director/s receive a complaint, they will acknowledge the complaint, suggest to the person involved they should 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 or Manager in the first instance. Management will involve Director/s if deemed appropriate.
- 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 may then be taken to the Directors.
- When the Manager or Director/s receive 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 Director/s.
- The Manager and Directors will meet to discuss major issues. 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 and in the parent library.
- A copy of the Centre Operations Manual is also available in the Foyer. Please ask Administrator if you are unable to locate it yourself.

### ***Licensing Criteria GMA 1.***