



Complaints Policy and Procedure

Rationale/Purpose

To keep parents/whanau satisfied with the operation and procedures of the centre.

Statement/Objective

Parents, caregivers and whanau are able to approach and express their concerns and complaints to management and staff. This can be beneficial as it helps us to continually improve the care we give to children. However it is important to realise that false complaints can jeopardise a persons career and adversely affect their lives.

Broad Guidelines:

While safeguarding the well being of children and staff, confidentiality will be paramount.

This procedure is open to all parents and whanau.

- A copy of the ECE Regulations are available at the front desk for all family/whanau to read.
- ERO (Education Review Office) reports are located at the front desk and are available via the ERO website.
- If you have a query or a complaint, inform the Licensee or Principal Teacher.
- Complaints and concerns may be made verbally or in writing. Please note: staff ratios and the nature of the complaint or query may make it necessary to arrange a mutually agreed appointment time.
- Anyone writing a complaint or a concern is requested to respect confidentiality, primarily to safeguard the centre and the rights of the children to a safe and healthy environment.
- If an agreement can be reached to all parties concerned, details will be recorded in writing along with copies to the licensee or principal teacher and the person concerned.
- If an agreement cannot be reached the licensee or principal teacher will seek mediation preferable from someone with current early childhood knowledge and experience, such as:

Ministry of Education
ECD Rotorua
NZEI Te Riu Roa, Rotorua
Te Tari Puna Ora o Aotearoa/New Zealand Childcare Association
Honorary Solicitor
Any other appropriate professional advisor

Lines of Responsibility:

Licensee

Links to Other Documentation:

DOP's 6

Signed:

Responsibility for Review: Principal Teacher