



Non-compliance Complaint Procedure

If Parents/Whanau wish to complain about a non-compliance of license conditions, this may be done by way of a formal letter in writing addressed to the:

The Licensee
Agapé Christian Preschool
P O Box 4052
Western Height
Rotorua

Consultation will take place with the Licensee or Principal Teacher, where confidentiality will be paramount. This can be done verbally or by way of writing.

If an agreement can be reached by all parties concerned, details will be recorded in writing along with a copy to be placed in the Management folder.

If an agreement cannot be reached, the Licensee or Principal will seek mediation preferably from someone with current early childhood knowledge and experience.

Should your complaint relate to a breach in licensing conditions and is unable to be resolved with the Licensee or Principal Teacher then please contact the Ministry of Education's local Rotorua office.

Ministry of Education
Level 4
1144 Pukaki Street
P O Box 1749
Rotorua
Ph: 07 3497399

A copy of the **Early Childhood Regulations and the Education Review Report (ERO)** are available for Parents/Whanau to access at any time on the Parents/Whanau Notice Board

Licensee

Nanette Alexander