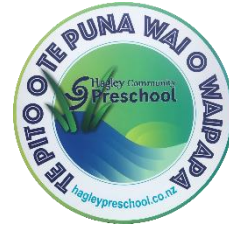


Complaints Policy



Rationale

To have a written procedure employees, volunteers, parent/whānau and community should follow if they wish to complain about non-compliance with the regulations or licensing criteria or any other issue relevant to the preschool.

Objectives

- To ensure supportive action – the focus is on a positive resolution.
- To ensure that a problem, concern or complaint is investigated sensitively, objectively, thoroughly and in a timely way.
- To have clear procedures/guidelines.
- To follow relevant legislation i.e.. the requirements of The Education (Early Childhood Services) Regulations 2008, the Licensing Criteria of EC Education and Care Centres 2008 and any subsequent amendments, Employment Relations Act 2000.
- To act as a good employer, making sure fair process is followed and acting in good faith
- To be impartial and consistent; similar actions for similar situations.
- To ensure that all complaints are dealt with promptly and fairly.
- We are committed to positive, supportive and low-key resolution of concerns and complaints.
- To ensure the code of professional standards and responsibilities are adhered to.
- To ensure that parents, family or whānau are aware of their rights and the channels available to them should they wish to lodge a complaint

Attachments

- Complaints Procedure Flow chart

Comments

To be read in conjunction with:

- Child Abuse Policy
- Guiding and Supporting Children's Social Competence
- Staff Discipline Policy

*Reviewed Oct 2009, March 2010, February 2014,
2016*

To be reviewed 2018

Complaints Procedure

- Parents, family or whānau who have any queries or complaints should speak freely to the teacher or the director.
- If the complaint is made, the person making the complaint is complete the form. The preschool director can assist with this if required.
- All complaints will be taken seriously, and the complainant listened and responded to with respect.
- Confidentiality will be maintained
- The preservation of interpersonal and working relationships will be taken into account.
- The process can be adapted to meet the requirements of an individual situation (while still meeting all legislative and contractual requirements).
- People wishing to make a complaint have the right to approach the Preschool Director or a member of the Preschool Trust Board either directly or through the parent representative at any time. Expect a response in writing.
- It is important to note that if any abuse is suspected any person may directly contact the Police or Child, Youth and Family.
- A parent/whānau flowchart outlining the complaints procedure notice will be displayed in the preschool.

Complaints against the preschool

- Complaints that relate to issues of governance including non-compliance of regulations or licensing criteria, accountability and employment, will be dealt with through the Preschool Trust Board.
- People who wish to complain about issues on non-compliance may also contact the Ministry of Education directly at the Southern Regional Office, 39 Princess Street, Christchurch or phone 03 3787300

Complaints against a staff member – please refer to the Staff Discipline Policy