**COMPLAINTS PROCEDURE   
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’).

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.

**PROCEDURE**

**Complaints about a staff member**

* 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

**Complaints about a childs behaviour**

* 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 will then be taken Chairperson of the BoT.

**Complaints about the centre manager**

* If any person has a concern or complaint about the management of the Centre, they should in the first instance raise this with the Manager. If they feel unable to do this, they may contact the Chairperson of the Board of Trustees Joseph Koorey or the local Ministry of Education

**Process**

* When the Manager or Chairperson of the BoT receives 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 Chairperson of the BoT.
* The Manager and a sub-committee of the BoT will meet to discuss the issue. If the concern/complaint is not resolved, a mediator will be used to address the issue with all concerned.
* When a Member of the BoT receives a complaint, they will acknowledge the complaint, suggest to the person involved they speak to the Manager/Supervisor, or offer to do this on their behalf.
* All written concerns will be addressed within 7 days of being received.

**Related documents**

* Copies of the Regulations and Licensing Criteria can be found on the wall in the foyer.
* A copy of the Centre Policy folder is placed in the Admin office.

**Reviewed: August 2020 Review next due: August 2021**

**COMPLAINTS PROCEDURE**

*(Concern unresolved)*

*(Concern unresolved)*

*(Concern unresolved)*

*(Concern unresolved)*

**Reviewed Against Values**

Play

Nurture

Respect

Resilience

**Reviewed: August 2020 Review next due: August 2021**