

	POLICY
	Policy Name: Complaints Policy/Procedure (GMA1)
	Policy Category: Preschool Whanau, Kaiako and Governance and Management

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').

PROCEDURE

- 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 Centre Leader.
- Complaints about Kaiako or other staff members: 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 centre leader in the first instance. If the issue remains unresolved, the complaint may then be taken to the board of trustees (BOT).
- Complaints about a child's behaviour: A complaint in relation to a child's behaviour will in the first instance be raised with the staff or centre leader. If the issue remains unresolved, the complaint may then be taken to the board of trustees.
- Complaints about the Centre Leader: If the complaint is about management, then the Board of Trustees may be contacted in writing and will then meet to discuss the complainants' concerns.

PROCESS

- When the Centre Leader or BOT receive a concern or complaint, they will acknowledge the complaint, they will discuss the complaint with the person to resolve the issue/s. If no resolution can be reached the person will put concern in writing to the centre leader and or chairperson of the BOT.
- The Centre Leader and BOT 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.
- Link to the Regulations and Licensing Criteria - [Licensing criteria for centre-based ECE services - Ministry of Education](#)
- A copy of the centre's policies and procedures is available on request from admin@doriepreschool.co.nz, in the policy folder in the admin office or found on the Educa website.
- If at any time you do not feel comfortable putting your complaints forward with our centre leader or BOT, then you may contact the local Ministry of Education Christchurch office: PO Box 2522, Christchurch 8140. Ph (03) 378 7300

GMA 1 of the licensing Criteria

Review – Annually or when there is a significant change in the area of this policy topic/procedures.

Authorised:	29/05/2025
Review Date:	May 2026
Consultation Undertaken:	All parents and Whanau, Kaiako and Governance and Management