

# Complaints Procedure Policy

*Te Whāriki (1996): Connecting links with family and whānau.*

*Quality in Action/ Te Mahi Whai Hua (1998): Educators should provide opportunities for parents and whānau to feel welcome spend time at the service, discuss concerns and participate in decision-making concerning their child.*

*Education (ECC) Regulations 1998: 41 (d).*

## **Purpose:**

To maintain open communication, positive and respectful relationships between Ako Tahi Preschool staff, management parents and whānau. To guide adults on the procedure to follow to raise concerns, including any non-compliance with licence conditions.

## **Rationale:**

In dealing with complaints, we will be consistent in terms of fairness and procedures. We believe everyone should be able to bring forward their concerns, feel listened to and validated.

Ako Tahi Preschool complaints policy is to guide teachers and management in resolving any complaints in a timely fashion and through constructive dialogue. Wherever possible, complaints will be resolved informally through discussion between relevant parties. If informal discussion processes are unsuccessful, more formal communication lines and processes are open to parents and to staff.

## **Procedures:**

- Parents are advised that if they have a complaint regarding any aspect of their child's education and care, to take it up in the first instance with the teacher concerned.
- If the outcome of this discussion is seen to be unsatisfactory, please contact the Manager to discuss the issue and/or make any complaint. A complaint made verbally should be confirmed in writing within two days if the parent/ whānau wants the matter to be investigated more fully.
- If any adult is concerned that Ako Tahi Preschool is not complying with licence conditions, the issue should first be raised with the Manager.
- If the matter cannot be resolved simply, the concerned adult will share the issue with the Board of Trustees, please email the preschool for contact details.
- If the concerned adult is not satisfied with the outcome of these discussions, the Ministry of Education is the next avenue for resolution.
- All meetings about formal complaints will be recorded in writing and copies of the minutes will be made available to all parties. The records will be kept in a confidential secure file.
- All parties will have access to support if they seek it, including bringing a support person to meetings about formal complaints.
- Serious complaints (e.g., complaints about wilful neglect, physical or sexual abuse): Serious complaints must be lodged formally. In the event of alleged criminal acts, the appropriate authority would be informed. This relates to the Centre's Child Care and Protection Policy. Conversations in which concerns will be raised regarding the children or the centre must be conducted in a professional manner. An appointment should be made for the conversation to happen away from the children.

Reviewed: 01.03.2022

Next review: 01.03.2022

The Education (ECC) Regulations 1998 can be downloaded at [www.legislation.govt.nz](http://www.legislation.govt.nz)

Ministry of Education  
Government Office  
39 Princess Street, Riccarton  
Christchurch 8041  
033787300