



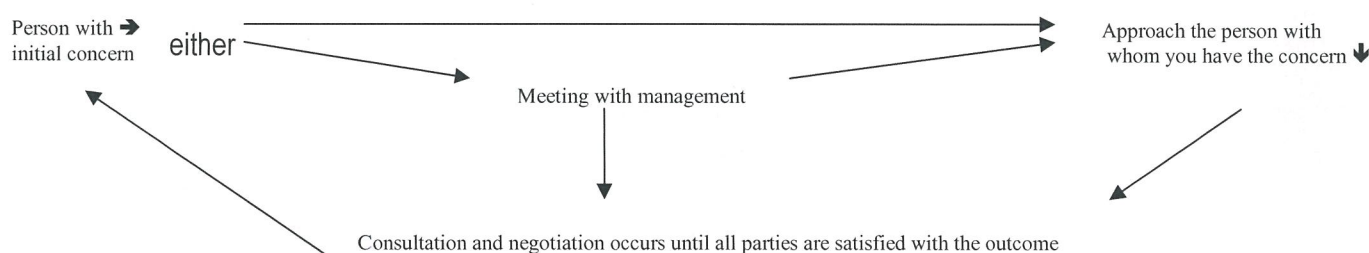
## 1. COMPLAINTS PROCEDURE POLICY

**Rationale:** differences of opinion will surface from time to time and need to be dealt with appropriately.

**Objectives:** to acknowledge and respect all parties values, beliefs, needs and aspirations.

**Procedures:** When parents wish to make a complaint the following is the procedure: speak firstly to the person with whom you have the problem, negotiating an outcome that is satisfactory to you both. If you do not feel comfortable with approaching the person concerned then contact can be made with management or for support. It is the responsibility of the person you have approached for support to ensure that the complaint then goes through the appropriate channels or process eg brought up for discussion at the appropriate meeting, conflict resolution between individuals etc. the implementation processes should continue until all parties resolve that the outcome is satisfactory. Refer to the flow chart.

Whenever there is a query/complaint relating to the management all matters are to be put in writing and forwarded to the management and the appropriate resolution process will be undertaken. In less formal cases where there may be just a query regarding existing policy etc contact can be made to the management.



*If the complaint remains unresolved or if it is concerned with issues of non-compliance of licence conditions there is the avenue of contacting the Early Childhood representative at the Ministry of Education.*

*The Ministry may be contacted at:*

*93 Ingestre St.*

*Private Bag 3012*

*Wanganui*

*Ph: 06 349 6300 or fax: 06 349 6301*

### **Reference:**

Licensing Criteria for Home-based Education and Care Services 2008, and Early Childhood Education Curriculum Framework – Reg47/GMA 1

Reviewed: June 2016

Date policy to be reviewed: June 2019