

Procedure for Reporting any Concerns, Complaints and Suggestions:

Purpose: When dealing with complaints we will be consistent and fair in our procedures. We believe Parents & Whanau should feel comfortable to raise any concerns and suggestions, and be assured that their issues will be acknowledged and responded to as soon as practically possible.



Communication: Please let us know immediately if you have any concerns so that we can put things right as soon as possible. At our centre we want to establish effective communication channels by using a suggestion box in the office hallway, newsletters, reports from the Director and the Teams, whiteboard for daily information, parent information board and open invitation to attend our meetings. **Te Whariki**

Reference: Goal 2. Children and their families experience an environment where they know they have a place

1. **With regard to Children:** Please discuss any concerns about your child with the Team Leader /“Teacher Responsible” in your child’s area. The Team leader’s name is displayed in the entrance foyer of your child’s room. Conversations regarding concerns about children / staff need to be conducted in a professional manner. Appointments should be made so that these conversations are held away from the play areas in a private setting at a time that allows the teacher to give their undivided attention to your concerns. If the concern is not addressed to your satisfaction please contact Avril or Liz Henry at the numbers in number2 below.
2. **With regard to non-compliance in relation to:**
 - a) **The Early Childhood Regulations:** These determine how we operate the centre. A copy of these regulations is displayed in the office foyer or you can find them on the Ministry of Education’s website: www.minedu.govt.nz. Any person who wishes to make a complaint about non-compliance with the Early Childhood Regulations or the Licensing Criteria should contact either the Licensee/Director, Avril Dalzell or the President of the Governing Group, Liz Henry, (phone 027 337-8896). or contact the local Ministry of Education (03) 2118000 or Karen Hurst at the Dunedin Ministry office: (03 471 5202). For Avril Dalzell, leave a message at the centre or phone 2173 477 in work hours or 0273576998 after hours. A signed note may be dropped in the “Suggestion Box” or write to P.O. 6029 Invercargill .
 - b) **Charities Commission:** If you have a concern about our operation in relation to our charitable status talk to the Director (Avril) or the President,(Liz). If this does not achieve a satisfactory outcome you can email compliance@charities.govt.nz or send a letter to: *Monitoring & Investigations, Charities Commission, PO Box 8072, Wellington 6143*. Our reference number is CC41481.
3. **With regard to Formal Complaints:** Formal complaints or enquires should be made in writing and addressed to the President or Director, or an appointment made with the President & or Director. All formal complaints will be referred to the Governing Group and discussed by a minimum of five members. All formal complaints will be minuted and replied to within 5 working days. Anonymous complaints will be considered but are difficult to give feedback to. Total confidentiality will be maintained by the Governing Committee and the Teaching Team
4. **Possible procedures used for Resolving Issues:**
 - a. Direct communication with the persons involved
 - b. Refer back to Governance Committee for discussion
 - c. Contact the Ministry of Education Ph: 03 2118000
 - d. Other support agencies such as NZEI , ECC Education Review Office: Ph 03 4792619 or New Zealand Childcare Association

We ask you to promptly share any concerns, complaints or suggestions with us so that we can do our very best to make the centre a special positive part of your family life. If you are happy with the centre please tell your friends.

Appendix 1 for Complaints.

- 1 All complaints about employee(s) / director shall be dealt with as set out in their relevant employment agreement.
- 2 All complaints against employees shall be referred in the first instance to the Director
- 3 All complaints against the Director shall be referred in the first instance to the President of the Governing Group.
- 4 While formal procedures are available as a last resort, every effort should be made by everyone concerned to resolve the matter informally.
- 5 The director has a key role in facilitating a resolution with regard to complaints related to staff.
- 6 For complaints related to staff or the Director where the complaint is unresolved, the complaint should be made in writing and referred to the President of the Governing Committee.
- 7 Complaints – staff. A copy of the complaint should be given to the employee for a written response.
- 8 Complaints – Director. A copy of the complaint should be given to the Director for a written response.
- 9 The Governing Group will acknowledge the complaint and inform the complainant in writing of any actions taken to achieve resolution.
- 10 Where the Governing Group considers a resolution is reasonable and effective, the complainant and the employee / Director should be informed by the board that no further action is intended.
- 11 If the Governing group is not satisfied, the full Committee may discuss the complaint and recommend actions to the employee/ director. The employee / director should be invited to respond to the board's recommendations.
- 12 In the case of allegations which have disciplinary implications, a special committee of inquiry should be established, including a professional or union representative nominated by the employee / director as well as similar representation for the Committee.
- 13 This special committee of inquiry should report in writing to the Governing Group detailing all parties consulted and the content of any submissions with any special recommendations included.
- 14 The employee/Director should be invited to respond to the report.
- 15 When discussing the employee(s) / Director's response at the Governing Group meeting, they may be invited to make a statement, answer questions, but cannot be present during the Governing groups' discussion on action for the complaint.
- 16 The employee/Director may be represented at all meetings of the Governing Group at which the complaint is discussed, by a professional or union advocate of his/her own choice.
- 17 All business concerning the complaint and action resulting from it will be held " in committee" and recorded as such.
- 18 Any member of the Governing Group who is personally involved in the complaint shall take no part in the discussion about it, but may submit a statement on the matter.
- 19 Anyone with any personal involvement in the complaint shall not be a member of the committee of inquiry.
- 20 If the complainant is not satisfied, the President should advise the complainant of further avenues such as the Ombudsman, Human Rights Commissioner.