

# INFORMATION & PARENT CONCERN/COMPLAINTS POLICY



## Background Information

*Licensing Criteria 2021, Governance, Management and Administration*

*GMA1 The following are prominently displayed at the service for parents and visitors:*

*The Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008;*

- *The full names and qualifications of each person counting towards regulated qualification requirements*
- *The service's current license certificate; and*
- *A procedure people should follow if they have a concern about non-compliance with the Regulations or criteria. The procedure includes the option to contact the local Ministry of Education and provides contact details.*

## **Procedures**

As part of the Mana Tama Aoga Niue community, you have the right to expect quality service and support at all times. It's something we're committed to and take pride in delivering.

If you think we've made a mistake or provided a service that doesn't meet your expectations, please let us know.

That way, we can put things right and identify what we can do better. There are three steps to this process:

### **Step1: Talk to us**

You can let us know about your concern in any of the following ways.

A chat with our Centre Manager is often all that's needed to sort out your concern. If a solution can't be found, you should ask to speak to the Managing Director or Licensee who will ensure your complaint is investigated promptly. If you feel uncomfortable having a chat, sometimes it helps to document your concerns. Simply send us an email to [manatamapreschool@gmail.com](mailto:manatamapreschool@gmail.com) including details of your complaint and what you would like to see happen as a result. We will respond to your concern within five (5) working days.

### **Step 2: Schedule a meeting with all parties**

If your concerns cannot be dealt with via Step 1, it may be necessary to call a meeting. Sometimes it is better to have all parties together to find common ground and a way forward. When we meet in this way it is our Policy to have both parents involved in the meeting, so we all leave the meeting with the same information.

### **Step 3:**

Talk to the Ministry of Education. We hope that your concern has been resolved before this stage. However, if you feel that the Managing Director hasn't resolved your complaint to your satisfaction, you can direct your complaint to the Ministry of Education.

Write to: Ministry of Education  
12-18 Normanby Road  
Mt Eden, Auckland

Or you can: Telephone: 09 6329400 Facsimile: 09 6329401  
Email: [enquiries.auckland@minedu.govt.nz](mailto:enquiries.auckland@minedu.govt.nz)  
Website: [www.minedu.govt.nz](http://www.minedu.govt.nz)  
Centre Director: Elviso Togiamua 02102613658  
Management Support: Casey Smith 0212476975

### **Approved:**

**Review Date:** October 2021

**Next Review Date:** October 2022