

## Complaints Procedure for Parents/Whānau and Caregivers



Policy Category: Governance, management and administration GMA1

### Rationale

To create an environment where parents/whānau feel comfortable to raise matters of concern and to have a procedure to provide support and guidance if they wish to lay a formal complaint.

### Objectives

- To ensure the rights of all parties are protected throughout the complaints process and that a consistent procedure is followed so that matters are resolved fairly and in a timely manner.

### Procedures

- In the first instance, kaiako will work to resolve complaints informally through constructive discussion between concerned parties. When complaints are being discussed, those involved will be mindful to remain professional and have such conversations in a private space away from the tamariki and other adults present at the service. This may mean the conversation needs to take place after the session to ensure safe supervision of our tamariki.
- When a meeting is held to address a complaint, minutes will be recorded in writing and these will be made available to all who attended the meeting. Generally two kaiako, (at least one of whom is part of the management team), will listen to the complaint together to allow one to take the notes as needed. The records will be kept in a confidential secure file in the filing cabinet following the meeting.
- A support person may be brought along to any meeting organized to address a formal complaint.
- If informal processes are deemed unsuccessful then whānau and staff will be encouraged to engage in more formal procedures to resolve the complaint. These are outlined in the complaints flow chart as shown on the next page.
- If any adult is concerned that The Redwoods is not complying with licensing conditions and the issue cannot be resolved with the teaching team or the directors of The Redwoods Country Kindergarten then the Ministry of Education is the next

Policy Folder: Governance, Management and Administration

avenue for resolution. They can be contacted on 06-757 6400 (local office) or through their website. [www.education.govt.nz](http://www.education.govt.nz)

- As outlined in The Redwoods Child Protection Policy and Procedures, the appropriate authorities will be contacted in the event of any complaints that relate to an alleged criminal offense being committed e.g. physical or sexual abuse or willful neglect.

## Review

Policy will be reviewed annually as per our review schedule or when a change is required.

Ratified	
Date Reviewed	November 2024
Next Review Date	November 2025
Consultation undertaken	Yes

## References

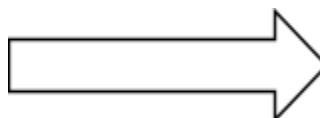
- Te Whāriki Early Childhood Curriculum 2017
  - Education (Early Childhood services) Regulations 2008 Reg 47
- Licensing Criteria for Early Childhood and Care Services 2008

## Complaints Flow Chart

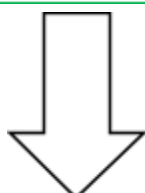
Below is the procedure people should follow if they wish to complain about non-compliance with the early childhood regulations or criteria



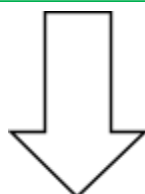
Speak to the person involved to let them know your concerns. Discuss the complaint informally together and see if a resolution can be reached.



Complaint resolved

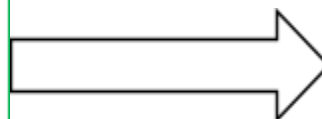


Put your complaint in writing to the directors of The Redwoods Country Kindergarten- Jan Forsythe, Trish Crawford and Tanya Sorensen.

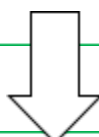


You will receive a letter from the directors within 3 working days. The letter will include the following...

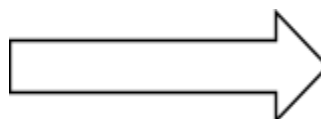
An action plan for resolution.  
An opportunity to have a meeting to discuss the complaint further.



Complaint resolved



Meeting attended if requested



Complaint resolved

If a resolution cannot be reached the next avenue for support is to contact the Ministry of Education

06-757 6400 (local office) or through their website. [www.education.govt.nz](http://www.education.govt.nz)