

Complaints Procedure



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 concerning 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.
- 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 licence 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 avenue for resolution. They can be contacted on 06-757 6400 (local office) or through their website. www.education.govt.nz
- 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. The records will be kept in a confidential secure file.
- A support person may be brought along to any meetings organised to address a formal complaint.

Policy Folder: Governance, Management and Administration

- As outlined in The Redwoods Child Care and Protection policy the appropriate authorities will be contacted in the event of any complaints that relate to an alleged criminal offence 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.

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|-------------------------|----------------|
| Ratified | |
| Date Reviewed | 6th April 2021 |
| Next Review Date | 6th April 2023 |
| Consultation undertaken | Yes |

References

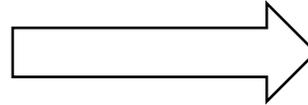
- Te Whāriki Early Childhood Curriculum 2017
- Education (Early Childhood services) Regulations 2008 Reg 47
Licensing Criteria for Early Childhood and Care Services 2008

Complaints Flow Chart

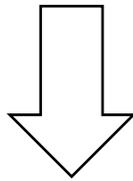


Below is the procedure people should follow if they wish to complain about compliance with the early childhood regulations or criteria

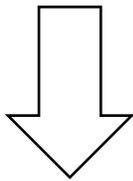
Speak to the person involved to let them know your concerns. Discuss the complaint informally together and see if a resolution can be reached.



Complaint resolved

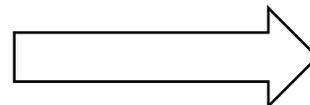


Put your complaint in writing to the directors of The Redwoods Country Kindergarten- Jan Forsythe, Trish Crawford and Tanya Sorensen.



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 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