

Complaints Policy

R.47 Education (ECC) Regulations (2008),

Rationale:

All complaints are dealt with in an appropriate manner, which is fair, dignified and respectful to all parties concerned.

Procedure:

All complaints should follow the procedures as attached to this policy and may be verbal or in writing.

All complaints are Confidential.

Issues regarding staff should be addressed with the person involved or the Senior Teacher of the preschool.

Issues regarding the Senior Teacher should be addressed to the Board of Governors.

If the matter remains unresolved independent mediation may be sought.

- 1. The policy will be visible to families with the procedure outlined clearly.
- 2. People will be encouraged to put their concern/complaint in writing.
- 3. All matters will be treated in confidence within the process.
- 4. The Senior Teacher will report to the Board of Governors any concerns/complaints that have been raised at the in committee meeting.

COMPLAINTS PROCEDURE

For Parents/Caregivers:

- Verbal approach to teacher
- 2. If unresolved verbal and/or written approach to Senior Teacher
- 3. Senior Teacher to investigate and respond appropriately. All complaints to be reported to the Board of Governors in committee.
- 4. If unresolved, parent/caregiver to write to Board of Governors.
- 5. Board of Governors to investigate and seek further advice if needed.
- If it is non compliance ring or contact the Ministry of Education
 PH: 579 1870 Email: enquiries.nelson@education.govt.nz

Refer to ECECA Disciplinary Procedures.

For Staff:

- 1. Verbal approach by staff to staff member concerned.
- 2. If unresolved, verbal and/or written approach to Senior Teacher.
- 3. Senior Teacher/ HR consultant to undertake an investigation into the complaint, speaking to and documenting conversations.
- 4. Senior Teacher/ HR consultant to mediate a meeting with parties involved with the intention of resolving the issue and report to the Board in committee.
- 5. If the complaint involves the Senior Teacher, verbal approach to Senior Teacher. If unresolved, written approach to the Board.

All outcomes are to be documented and retained.

Reviewed 22.10.2018 Ratified	22.10.2018 Next Review 2020	
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