

COMPLAINTS POLICY

Rationale:

This policy deals with complaints from parents/whanau, staff/management and community.

Purpose:

All complaints will be actioned.

We will endeavour to work towards an appropriate resolution.

Procedure:

All concerns verbal or written are to be directed to the Head Teacher, Committee Chairperson, Licensee, or Ministry of Education.

- All verbal complaints will be discussed by appointment made with the Head Teacher, Committee Chairperson or Licensee
- All written complaints will be dealt with through discussion with those involved with mediation from the Head Teacher, Committee Chairperson or Licensee. Action fitting the complaint will follow, with a review date set. If required a Union Delegate is to be present for the staff member
- All complaints will be recorded (verbal complaints will be recorded in minutes of a meeting through the head teacher, Committee Chairperson or Licensee)
- The role of the person who has received the complaint is to follow-up with the person who first brought the grievance to their attention within a week
- In the case of non-compliance to Ministry of Education Regulations any one may contact the Ministry of Education directly

For Contact Phone Numbers please see the information board inside main room and in the staff room.

Please see Procedures on the Staff Room Wall and Parent/Caregiver/Whanau Notice Board.

Education EC Regulations 9 (c), 34 (1)
Desirable Objectives and Practices 8 (a)

Policy adopted November 2007

Reviewed August 2008

Procedure for Complaints

For referral to Head Teacher

- Concerns regarding general workings of the sessions
- Staff performance (be prepared to write and sign complaint if necessary)
- Assessment procedures
- Staff Rostering or Relieving

For referral to Committee Chairperson

- Concerns regarding the Head Teacher or Centre Manager (be prepared to write and sign a complaint if necessary)
- Appointment of staff
- Centre Maintenance Complaints
- Concerns that are not being heard by the Head Teacher

For referral to the Licensee

- Concerns with Committee Personnel
- Concerns that are not being heard elsewhere
- Non-Compliance with regulations and licence conditions

For referral to the Ministry of Education

- Non-Compliance to Ministry of Education regulations

For verbal complaints make an appointment to see the person responsible for taking your complaint.

For written complaints either fill in a complaint form or write to the person responsible for taking your complaint.

Your complaints will be dealt with as stated in the complaints policy.



For every complaint please come with two ideas for a positive solution.