

Complaints Policy

According to the Education Regulation 2008 the Licensee of a licensed centre must ensure that there is prominently displayed next to the centre's license a notice that sets out procedures for any parent who wishes to complain about non-compliance with license conditions.

Rationale:

At Treetops ELC we value our parents' and whanau concerns and it is our intention to be respectful of any complaint made and work together in partnership to rectify any issues.

Guidelines for verbal complaints:

- Any staff member who receives a complaint will be polite and respectful to the complainant.
- Any staff member who does not feel that they have the experience to deal with the complaint will politely refer the person to the Centre Manager.
- The staff member dealing with the complaint needs to remain calm and sensitive to the complainant.
 - Excellent listening skills are imperative to this situation.
 - Clarify with the person making the complaint to ensure that you are both on the same wavelength – keep it simple.
- The person who has received the complaint may not be able to solve the issue independently. It is important to share this with the complainant but do assure them that you will address the issue with your manager and together you will deal with it.
- If the staff member who received the complaint is able to deal with it then ask the person for time to brainstorm a solution.
- Make it clear that you will get back to them within a time frame with a resolution to the issue. Most people will be satisfied with this outcome but it is good practice to follow up in the short term to ensure that the situation has improved.

Guidelines for written complaints:

- Any written complaint received must be addressed by management.
- The contents of any written complaint must remain confidential to the parties involved.
- Any written complaint must be acknowledged within 48 hours. You must ensure all correspondence is forwarded to the Centre Director.
- All formal written complaints must be discussed between the complainant and the staff member involved, with both the Manager and Director present.
- All formal written complaints must be investigated. This means the Manager/Director must gather evidence and comment from other relevant people and may seek advice from professionals if appropriate.
- All actions following a formal written complaint must be fully documented in a written report provided to all parties involved.
- Further discussion and negotiation should result in a resolution of the complaint. If not, all formal written complaints must be referred further up the hierarchy of the centre and its management.
- Once resolved, there must be a further written report provided to all parties which clearly outlines the resolution of the complaint.

Should a satisfactory solution not be found, the concerned parent/whanau/caregiver can contact:

- The Ministry of Education

Botany Office
Unit 1, 16 Bishop Dunn Place
Flat Bush
Auckland 2013

Ph (09) 265 3000

PO Box 217046,
Botany Junction,
Manukau 2164
DX Number: EX10956

- The Education Review Office

Level 1, Eden 4, 14 Normanby Road, Mount Eden, Auckland 1024
PO Box 7219, Victoria Street West, Auckland 1142 DX Mail – CX10094

Ph (09) 377 1331

A copy of the Education Regulations 2008 (Early Childhood Centres) are displayed in the parent library. Whanau and Kaiako are encouraged to refer to them.

A copy of the Complaints Procedure is on the notice board for whanau viewing.

In case of complaints by a staff member about another member of the team following procedures will be followed:

- Listen to the person carefully and write down the matter
- Invite the staff member against whom the complaint was made for a chat
- Start by asking how his/her day was and then inform that a complaint has been received against him/her
- State the complaint
- Give time to respond
- If allegations are denied, inform them that there will be further investigation. Ensure the Centre Director is contacted immediately at this time as the issue may be escalated through our disciplinary procedures.
- At this stage, you will need to engage our Employment lawyer, Justine Foden.
- On advice from Justine, write a formal letter to discuss the matter further if needed after investigation
- Proceed through the disciplinary process policy outlined in further documents.

Document ID	Complaints Policy
Business area	GMA:1
Link to policy	Disciplinary Process Complaints Procedure
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