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**COMPLAINTS PROCEDURE**

**RATIONALE**

In dealing with complaints Flying Kiwi Preschool will be consistent in terms of fairness and procedures. Flying Kiwi Preschool believes mātua, whānau and kaiako should feel able to forward any concerns, ensuring their issues are acknowledged and dealt with.

**TE WHĀRIKI**

***Belonging/ Mana whenua - Goal 2:*** Tamariki and their whanau experience an environment where they know that they have a place.

Licensing Criteria for Early Childhood Education & Care Services 2008

**Governance, Management and Administration: Parent Involvement and Information**

* **GMA1:** The following are prominently displayed at the service for parents and visitors: the Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008; the full names and qualifications of each person counting towards regulated qualification requirements: the service's current licence certificate: and a procedure people should follow if they wish to complain about non-compliance with the Regulations or criteria.

**DOCUMENTATION REQUIRED:** A procedure people should follow if they wish to complain about non-compliance with the Regulations or criteria. The procedure includes the option to contact the local Ministry of Education office and provides contact details.

**PROCEDURES**

* All complaints follow the 'complaints flow chart\* procedure on the next page. This procedure is also prominently displayed in the centre for whānau and visitors to see and includes the option to contact the Ministry of Education if needed.
* Documentation relevant to the issue at hand will be gathered and accurately recorded by the centre manager or principal as appropriate.
* If a complaint is from within a centre, then advice will be sought from the principal before responding to the complainant.
* Where appropriate, all kaiako will be made aware of the complaint, if it involves the whole team to take action.
* Issues raised will be addressed in writing as soon as practically possible (within 3 working days).
* Total confidentiality will be maintained throughout by management (and the teaching team if necessary).
* Anonymous complaints will not be actioned.
* See flow chart on the next page for a step-by-step guide towards resolution of complains.

**Complaints flow chart:**

Complaint resolved.

Speak to the **person involved**, this may be a kaiako and / or the key kaiako of your tamaiti.

If required, the Ministry of Education can be contacted directly.

For more information visit [www.minedu.govt.nz](http://www.minedu.govt.nz) or (04) 463 8000

Complaint resolved.

Attend **meeting** if requested.

Complaint resolved.

Your written complaint will be acknowledged when received.

Complaint resolved.

You will **receive a letter** addressing the complaint within 3 working days.

Letter will include one or all of the following:

1. An immediate solution
2. An action plan for resolution
3. A meeting time to discuss

Put your complain **in writing** to the centre manager of Flying Kiwi Preschool.

Speak to the **centre manager**