**Complaints Policy**

Any complaints concerning the management of the centre should be directed to the Centre Manager.

Issues relating to the programme provided to your child should initially be directed to the staff working with your child. Should you feel your concerns have not been noted the Centre Manager is able to discuss any issue with you.

# Provision of Complaints

This Centre is committed to the provision of the highest quality service possible and developing an environment where both staff and customers are able to be actively involved in the services provided.

It is acknowledged however that there will be occasions when either a staff member or person has a concern relating to the operation of the service. Staff is encouraged to use the processes outlined in the relevant staff policy. Persons have a right to express valid concerns relating to the service and to be assured that at all times their concerns will be treated in a confidential and professional manner and this expectation applies to the individual as well. It is the expectation that every effort will be made to deal with all issues in a fair and informed way without prejudice.

It is the expectation that many concerns will be resolved in an informal cooperative situation without the need to institute formal processes and at the local level. Management will at all times act in accordance with the requirements of the Children’s Services Regulations which requires complaints procedures to be clearly available at each centre.

**Process**

It is acknowledged complaints might relate to:

1. Educational Programme

Kaiga are encouraged to discuss their child’s programme and development with the professional staff that work with their child. Frank discussion is encouraged and resolution within this arrangement expected. Any concern relating to the actions or inactions of a staff member should be referred to the Centre Manager and dealt with according to formally developed processes.

1. Staff

See relevant section in staffing policies and procedures. Kaiga will ensure any complaint or concern is brought to the attention of the Centre Manager as soon as possible.

Staff will ensure any complaints or grievance is brought to the attention of the Centre Manager as soon as practicable.

1. Ministry of Education

If you are still dissatisfied you can contact the Ministry of Education, Auckland Office. Ph: 632 9400

Signed: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Date Approved: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

Review Date: \_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_