

GERALDINE PRE SCHOOL

COMPLAINTS POLICY

Rationale: The centre will endeavour to address all concerns from parents/whānau and staff, whether they are related to children, other adults, the centre programme or procedures in a fair and confidential manner.

Purpose:

- To provide an appropriate way of encouraging all stakeholders to raise their concerns.
- To ensure that any concerns are dealt with in a fair and equitable manner.

Procedures:

Parent Complaints

- If a parent has an issue with a particular staff member then it should be addressed with that staff member where possible. If the issue cannot be addressed or has failed to be resolved, then the parent should inform the Senior Head Teacher or if appropriate the chairperson of the Board of Governors.
- There will then be ongoing consultation between the Senior Head Teacher, staff member concerned and the parent, to resolve the situation. Each phase is to be documented, signed and dated.
- If a parent has a complaint with the centre, they should approach the Senior Head Teacher. It will then be discussed in private and appropriate action taken as required.
- The Senior Head Teacher will inform the staff member and parent concerned of the outcome of the situation. If the matter is not resolved satisfactorily by the above process, the complaint should then be put in writing, to the MOE contacts person.

Staff Complaints

- If a staff member has an issue with a fellow staff member then it should be addressed with that staff member where possible. If the issue cannot be addressed or has failed to be resolved, then the staff member should inform the Senior Head Teacher or if appropriate the chairperson of the Board of Governors.
- There should then be ongoing consultation between the Senior Head Teacher, and the two staff members concerned to resolve the situation. Each phase is to be documented, signed and dated.
- If a staff member has a complaint with the centre's procedures, they should approach the Senior Head Teacher or if appropriate the chairperson of the Board of Governors. It will then be discussed in private and appropriate action taken as required.
- The Senior Head Teacher will inform the staff member or members concerned of the outcome of the situation.
- If the matter is not resolved satisfactorily with the above process, the complaint should then be put in writing to the Chairperson.

Complaints of a serious nature

- If any complaint is of a serious nature then it should be made in writing to the Senior Head Teacher/Chairperson.
- If the complaint is against a staff member, that staff member must be informed of the nature and basis of the complaint, by the Senior Head Teacher/Chairperson.
- The complainant should clearly describe the nature of the complaint or concern, and if appropriate make recommendations.
- The complaint will be tabled for discussion at a special meeting. Any party may bring a support person if they choose.
- If any action is to be taken, all parties will be informed of the decision in writing.
- If none of these steps result in a satisfactory outcome, then the complainant has the right to take the complaint to the Ministry of Education.

If you would like to see a copy of the Early Childhood Regulations or our latest Education Review Office report, please see the Senior Head Teacher.

If you wish to complain about the centre's non compliance with the Early Childhood Regulations, then you may contact the Ministry of Education, National Office, Wellington.

The phone contact is 04 4638000.

- **SIGNED:** _____ **NAME:** _____
- **POSITION:** _____ **DATE:** _____
- **REVIEWED: May 2015**
- **NEXT REVIEW: 2018**