



## PARENT COMPLAINTS PROCEDURE

**Rationale/Intent:** To give parents and the centre community an understanding of how complaints are dealt with.

**Responsibility:** Centre Management is responsible for ensuring that this policy and its procedures are followed.

### **Key Points:**

- At Playhouse all parties will be encouraged to talk about any issues that concern them in an open and fair manner.
- This procedure will ensure that complaints are responded to promptly and in a way that everybody feels comfortable.

A copy of the Education (Early Childhood Services) Regulations (2008) can be found in the centre entry foyer. Parents and staff are encouraged to read these.

If parents are concerned about any aspect of the programme they are encouraged to visit the centre at any time to observe the programmes in action and to talk with staff about their child's development and any concerns they may have. The Management Team is also available when required. Any complaint will be acknowledged by either a phone call or an email and all steps will be taken to resolve the issue promptly

### Procedure

1. A parent or family member with concerns about the centre programme or any policy or procedure should approach the Management Team
2. If possible, issues involving a staff member should first be discussed with the staff member concerned to try and resolve the matter.
3. If the concern about the staff member is not resolved, then the Management Team should be approached. There should be an ongoing consultation between the management team, staff member and the parent, to resolve the situation. All complaints/meetings need to be documented.
4. All complaints should be treated sensitively and not discussed on the centre floor.
5. If the matter is not resolved satisfactorily with the above process, the complaint should then be put in writing to the Service Provider Contact Person (Greg Burt – [greg@gregburt.co.nz](mailto:greg@gregburt.co.nz))

### Complaints of a Serious Nature

6. If a parent or member of the centre community has a complaint of a serious nature then it should be made in writing to the Service Provider Contact Person.
7. If the complaint is against a staff member, the Service Provider Contact Person must inform that staff member of the nature and basis for the complaint.
8. The complaint should clearly describe the nature of the complaint or concern, and if appropriate make recommendations.
9. The complaint will be tabled for discussion at a special meeting for this purpose.
10. The complainant will be invited to attend and speak at this meeting.
11. Any staff member against whom a complaint has been made must be given a right of reply and a fair hearing.
12. If any action is to be taken, all parties will be informed of the decision in writing.
13. If none of these steps result in a satisfactory outcome, then the complainant has the right to take the complaint to our local Ministry of Education office, Private Bag 92644, Symonds Street, Auckland, 09 632 9400.
14. If a staff member has a complaint or concern, the above steps are to be followed.
15. A complainant may contact the MoE at any point during this process