

4:1 COMPLAINTS POLICY

Created: December 2013 / Reviewed: March 2016

PURPOSE

The purpose of this policy is to provide an avenue to air concerns, which in turn will contribute to the smooth running of the Centre.

- This process can be used by both parents and staff.
- Staff are to refer parents or other staff members to this Complaints Policy.

PROCESS

- Initial concerns should be voiced to the person concerned.
- Complaints may also be made in writing to Management, all written communications will be acknowledged.

If a written complaint is lodged against a staff member then:

- The staff member has the right of reply.
- Reasonable notice is to be given of any meeting they are to attend regarding the complaint. A support person may attend such a meeting.
- The Complainant has the right to request an interview with management representatives.
- If a parent believes the Centre is in non-compliance with the license conditions they should immediately contact Management.
- If the Complainant feels the issue is not satisfactorily resolved by the Management, then they are entitled to take their complaint to the Ministry of Education.

CONTACTS

Centre Management Team

Centre Directors: Aaron Zaini & Kylie Milek-Zaini P.O Box 24, Raglan, 07 825 7367

Regulations:

Ministry of Education 19 Home Straight, Te Rapa, DX Box GX 10047, Hamilton 3240 , Phone: 07-858 7130

Health Public Health Unit

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COMPLAINTS PROCEDURE

