

Complaints Procedure

For Educators, Co-ordinators and Parents/Whanau

What role do the Co-ordinator, Regional Manager, Operations Manager and Managing Director have in a serious complaint?

The role of these people is to ensure firstly that the children are safe; that all parties are provided with the opportunity to be heard and understood; that people's privacy is respected; that people who are involved are appropriately informed of procedures, actions and outcomes; that outside agencies are consulted if required; that the process is inclusive, equitable and culturally appropriate and reflects the partnership in Te Tiriti o Waitangi.

Procedures

- Issues should be taken directly to the Educator involved first. If there is no resolution at this point then: The issue can be taken directly to the child's co-ordinator. If there is no resolution at this point then the following procedures apply.
- Complaints will be received in writing only, and should be directed to the Scallywaggs Sprouts Regional Manager.
- The complaint will be acknowledged verbally on request.
- Documentation relevant to the issued raised will be gathered and accurately recorded by the Regional Manager.
- Advice will be sought from the Operations Manager and Managing Director before responding to the complainant.
- Issues will be addressed in writing as soon as practically possible (within 7 working days).
- A discussion will take place between the Regional Manager and the complainant. Necessary actions will be taken if valid. The complainant is encouraged to bring along a support person.
- Total confidentiality will be maintained throughout by all parties involved.
- Anonymous complaints will not be actioned.

If you are not confident that the matter has been satisfactorily resolved within the service, then please contact your local Ministry of Education office.

- If a parent has a concern or complaint regarding non-compliance with the Early Childhood Regulations (2008), copies of which are available in the office, Regional manager/ General Manager may be contacted. If the issue still remains unresolved the Ministry of Education Liaison Officer (Early Childhood) may be contacted on Ph 06 349 6300

In the case of a serious complaint about any breach to the regulations or policies by an Educator, Co-ordinator or Regional Manager:

Action will be taken which is appropriate for the circumstances. This may include instant dismissal, suspension pending investigation, phone calls to all other parents/whanau whose children are also the responsibility of the person with whom the complaint has been laid, if necessary. An incident report and reflection sheet may be required to be written up and circulated to all involved.

A full report of the procedure and outcome will be given to those directly affected.
Reg47/GMA1)

Education (Early Childhood Services) Regulations 2008:(Regulation 47)

Licensing Criteria for Home-based Education and Care Services 2008 (GMA1)