



**Early Learning Centre**

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## **Complaints Policy**

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### **Rational**

Little Pioneers Early Learning Centre is committed to professionalism.

It is important that parents and visitors to the Centre know who the Service Provider is, which members of staff are entitled to be 'persons responsible", how non-compliance complaints can be made and where and when they can get access to the education (Early Childhood Services)

### **Regulations and Licensing Criteria (2008).**

It is important that parents and staff know that their issues and concerns are important and will be listened to and acted on in a timely manner through a formal complaints procedure/process.

### **Reference and Key Text:**

Licensing Criteria 2008, Governance, Management and Administration, Parent Involvement and

Information documentation required:

GMA1: The following are prominently displayed at the service for parents and visitors:

- . The Education (Early Childhood Service) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2009;
- . The full names and qualifications of each person counting towards regulated qualification requirements;
- . The service's current licence certificate; and
- . A procedure people should follow if they wish to complain about non-compliance with the

Regulations or criteria. The procedure includes the option to contact the local Ministry of Education (MOE) office and provides contact details.

### **Te Whariki:**

Belonging - Goal 2. Children and their families experience an environment where they know that they have a place.

### **Procedures**

- ✚ Issues should be taken to the Centre Manager and/ or Director
- ✚ Complaints maybe received in writing or can be through conversation with the Centre Manager or Director.
- ✚ They will be acknowledged verbally on acceptance.
- ✚ Documentation relevant to the issue at hand will be gathered and accurately recorded by the Centre Director and or Manager.
- ✚ All complaints will be fully documented and filed away.
- ✚ Advice will be sought from the Director / Manager before responding to the complainant.
- ✚ Issues will be addressed in person or by writing as soon as practically possible (within 5 working days.)
- ✚ A discussion will take place between the Centre Director / Manager and the complainant. Necessary actions will be taken if valid.
- ✚ Total confidentiality will be maintained throughout by Management (and teaching team if necessary.)
- ✚ Anonymous complaints will not be actioned.
- ✚ If the complaint is unresolved parents, caregivers and Whanau are welcome to contact the following:

The Ministry of Education contact phone: **096329400**

Date July 2015

Signed \_\_\_\_\_

Reviewed annually.