ROSE & CLIVE

WHANAU COMPLAINTS POLICY

Rationale:

Rose and Clive acknowledge that a child is the most important part of a parent's life and they want the absolute best for them. We believe that parents have every right to put forward any queries or concerns that they may have. Any complaint will be dealt with consistently in terms of procedures and fairness. This will be done in a private, trusting and supportive matter.

Te Whariki: Belonging - Goal 2: Children and their whānau experience an environment where they know that they have a place.

Procedures:

All parent complaints follow the 'complaints flow chart for parents' on the next page.

•Documentation relevant to the issue at hand will be gathered and accurately recorded by the centre management team.

•As a centre, we are proud to uphold the legal requirements of the Licensing Criteria 2008 - if you believe we are not abiding by these criteria, please follow the below procedure.

•The whole teaching team will be made aware of the complaint, if it involves the whole team to take action.

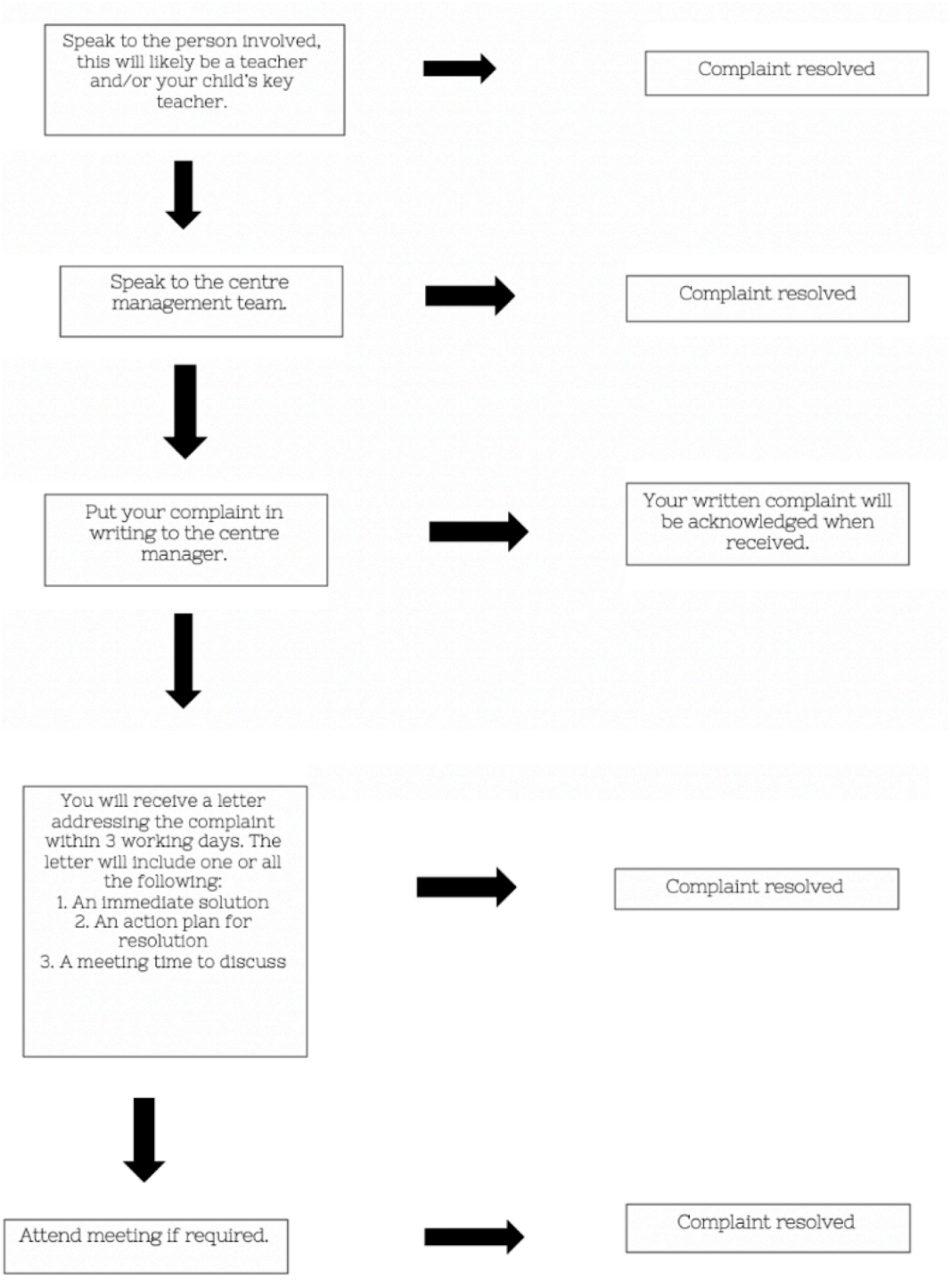
•Advice will be sought from Monique Gravatt (Owner) before responding to the complainant.

•Issues will be addressed in writing as soon as practically possible, communication around where we are at with dealing with the complaint will be given regularly.

•Total confidentiality will be maintained throughout by management (and teaching team if necessary).

•If the complaint cannot be resolved by the following flow chart, whanau can complain to the local Ministry of Education office. Contact: +64 7 850 8880

Complaints Flow Chart:



If there is still no resolution after following these steps, here are some other options:

You can email the centre owner, Monique on: monique@roseandclive.co.nz

You can email the Ministry of Education on: ecetkr.enquirieswaikato@education.co.nz