



## COMPLAINTS PROCEDURE:

### Rationale

In dealing with complaints we will be consistent in terms of fairness and procedures. We believe parents and Whanau should feel able to forward any concerns with the assurance their issues will be acknowledged and dealt with.

### Te Whariki

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

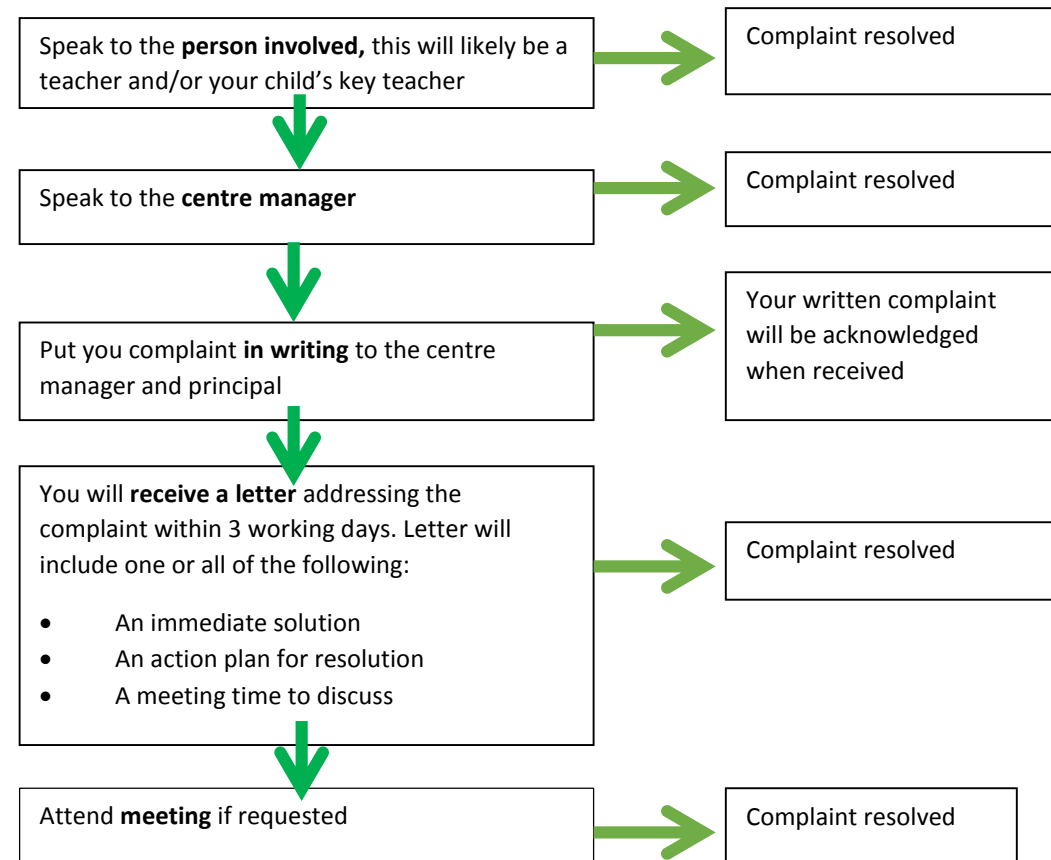
### Procedures

- All parent complaints follow the complaints flow chart for parents on the right.
- Documentation relevant to the issue at hand will be gathered and accurately recorded by the centre manager.
- The whole teaching team will be made aware of the complaint if it requires the whole team take action.
- Advice will be sought from the principal before responding to the complainant.
- Issues will be addressed in writing as soon as practically possible (within 3 working days).
- Total confidentiality will be maintained throughout by management (and teaching team if necessary).
- Anonymous complaints will not be actioned.
- See the flow chart for step by step towards resolution of complaints.

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Date reviewed Feb 2017

### Complaints flow chart for parents



Parents can contact the ministry of education directly. For more information visit [www.minedu.govt.nz](http://www.minedu.govt.nz) or (04) 463 8000

Invercargill email: [enquiries.invercargill@mnedu.govt.nz](mailto:enquiries.invercargill@mnedu.govt.nz) or (03) 471 5200