



Complaints Procedure

Rationale:

The management, staff and families of Funshine Early Learning Centre will ensure that everyone who has a complaint or grievance is aware of the correct complaints procedure, and uses the following guidelines to achieve a resolution. We ensure parents and staff have key information about the Centre's operations and know how to make a complaint

Reference:

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 Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008;
- 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.

Procedure:

1. Receive a complaint

Complaints maybe made verbally or in writing. All complaints will be referred to the Team Leader as soon as possible. Verbal complaints will be written down by the Team Leader and reflected back to the complainant to ensure accuracy and completeness. If the problem is with the Team Leader, or the complainant feels unable to express their concern to the Team Leader, they may contact the Chairperson of the Funshine Board, Heather Gullick (021 110 2745) or make contact via the Centre Administration manager.

2. Investigation

All complaints will be investigated by the Team Leader (or Board Chair person). Some complaints, because of their nature may involve external agencies. Where this is necessary, the complainant will be informed as soon as possible which external agencies will be involved.

3. Decisions based on fact

Our investigation process will endeavour to gather all relevant facts before reaching a decision on the cause. We do not subscribe to investigations that focus solely on finding fault with others. We believe that some issues reflect room for improvement in our processes and some reflect the judgement and actions of individuals.

4. Conclusion

We will communicate the conclusion of any complaint investigation to the complainant and any external agency involved.

5. Rights of individuals

Where the complaint concerns the actions of an individual, we will communicate the nature of that complaint to that individual, but we will not disclose the identity of the complainant. We believe in the right of all individuals to be treated with respect and to be given all reasonable opportunities to defend themselves against allegations. That being said, allegations/complaints of a serious nature involving child safety will include the immediate suspension on full pay of any staff member who is the subject of that allegation/complaint, until an investigation is completed.

6. Outcome

We will act on the findings of any complaint, in particular where this involves

- An improvement or change to our policies and procedures
- The training and education of staff
- Disciplinary action taken against a staff member, noting the obligations we have under relevant employment contracts and employment law.

Note that where disciplinary action has been taken or is in process with a teaching staff member, we will follow the mandatory reporting requirements of the Education Council.

<https://educationcouncil.org.nz/content/making-mandatory-report>

We will ensure the findings of the complaint investigation feed back in to our quality improvement and service review processes.

All documentation relating to the complaint will be retained by us for seven years. Any outcome involving disciplinary action against a staff member will be retained on their personnel file as per our disciplinary policy.

If the complainant wishes to take the complaint ,allegation or concern directly to the Ministry of Education or is unsatisfied with the results of this procedure the may contact the Ministry at;

- Southern Regional Office – 03 4715 202

- ECE dept of MOE – 0800 323 323

- <https://parents.education.govt.nz/early-learning/rights-and-responsibilities/complaints-about-your-early-childhood-education-service/>

Review Schedule:

Date: 20-7-2018			
Next Review Date:	20 July 2021		
Comment:	Rewritten as a result of review		
Consultation Taken:	Parents, staff, board and Employment NZ		