

# Complaints Policy

<b>Purpose</b>	The purpose of this policy is to ensure any complaints from parents, whānau, kaimahi, or other stakeholders are handled in a fair, timely and respectful manner.
<b>Explanation</b>	<p>This policy explains the steps that the service will take to handle complaints from parents, staff, or other stakeholders, in a fair and respectful way. The policy aims to ensure that complaints are resolved promptly and effectively, and that the service learns from any feedback or concerns that may arise.</p> <p>The policy also outlines the role of the Ministry of Education as the regulator of early childhood education services, and the circumstances under which a complaint can be escalated to the Ministry. The policy is based on the principles of natural justice, confidentiality, and continuous improvement.</p>
<b>Scope</b>	<p>This policy applies to all complaints, whether verbal or written, formal or informal, that relate to any aspect of Central Kids operation, management, curriculum, health and safety, environment, or staff conduct.</p> <p>This policy does not apply to complaints that are outside the service's control, such as those that involve external agencies, legal matters, or personal disputes.</p>
<b>Definitions</b>	<p><b>A complaint</b> is an expression of dissatisfaction or concern about something that the service has done or failed to do, or about the behaviour or attitude of a staff member or another person associated with the service.</p> <p><b>A complainant</b> is the person who makes a complaint.</p> <p><b>A respondent</b> is the person who is the subject of a complaint, or who is responsible for the issue that caused the complaint.</p> <p><b>A resolution</b> is the outcome of a complaint process, which may involve an apology, an explanation, a change of practice, a disciplinary action, or a referral to another agency.</p> <p><b>The manager</b> is the person with delegated authority to manage a service, as per the delegations of authority. This includes Kaiwhakaako, Kaitauwhiro, Mātauranga Ake Manager, Property Manager, Regional Manager, Corporate Services Manager, Finance Manager, Chief Executive Officer.</p>
<b>Te ao Māori principles</b>	<p>Te ao Māori principles of complaint resolution underpin our practice.</p> <p><b>Whanaungatanga:</b> The service will seek to establish and maintain positive relationships with all parties involved in a complaint and will acknowledge their perspectives and experiences. The service will communicate openly and honestly, and will use culturally appropriate methods of communication, such as kanohi ki te kanohi, phone calls, or written correspondence. The service will also involve any relevant support people or representatives that the parties may wish to have, such as whānau members, advocates, or mediators.</p> <p><b>Manaakitanga:</b> The service will treat all parties involved in a complaint with care and respect and will uphold their dignity and rights. The service will listen attentively and empathetically and will</p>

	<p>show sensitivity and compassion. The service will also ensure that the parties are well-informed and supported throughout the complaint process, and that they have access to any resources or services that they may need.</p> <p><b>Kaitiakitanga:</b> The service will act as a responsible steward and guardian of the quality and safety of the education and care that it provides. The service will take any complaint seriously, and will investigate it thoroughly and impartially. The service will also take any necessary actions to address the issues raised by the complaint, and to prevent them from recurring. The service will also report any serious or unresolved complaints to the Ministry of Education, as the regulator and overseer of early childhood education services.</p> <p><b>Tikanga:</b> The service respects and values the diverse perspectives and worldviews of its whānau and community and acknowledges that tikanga Māori (Māori customs and protocols) can provide a framework for resolving complaints in a culturally appropriate way. The service will seek to resolve any complaint in a way that restores harmony and balance, and that promotes the well-being and learning of the children and the staff.</p>
<b>Policy statement</b>	<p>Central Kids welcomes feedback and complaints as an opportunity to improve its quality and responsiveness to the needs and expectations of its community.</p> <p>Central Kids will treat all complaints seriously, confidentially, and respectfully, and will ensure that the complainant's and the respondent's rights and interests are protected.</p> <p>Central Kids will acknowledge all complaints promptly and will aim to resolve them as quickly and effectively as possible, following the principles of natural justice and procedural fairness.</p> <p>Central Kids will keep the complainant and the respondent informed of the progress and outcome of the complaint process and will document all the steps and decisions taken.</p> <p>Central Kids will review its policies and practices regularly and will implement any changes or improvements that are identified because of a complaint.</p>
<b>Linked policies and procedures</b>	<p>Complaints Procedure and Poster.</p> <p>Protection of Tamariki Policy.</p> <p>Protected Disclosures Policy.</p> <p>Human Resources Policy.</p> <p>Delegations of Authority Policy.</p> <p>Health, Safety and Wellbeing Policy.</p>
<b>Policy review</b>	<p>Central Kids may amend and vary its policies from time to time at Central Kids discretion and employees are required to observe such amended policies.</p>