

COMPLAINTS POLICY

Purpose	To implement procedures to manage complaints in a manner that follows the principles of natural justice and procedural fairness with the objective of resolving complaints constructively, quickly and in a fair and equitable manner.
Explanation	<p>Central Kids is responsible for the safety and educational welfare of children attending their services. The organisation must ensure that teaching standards and employee conduct are consistently of an acceptable high standard. Consistent with the commitment to quality early childhood education the organisation has adopted this policy to assist in the resolution of complaints.</p> <p>A complaint is any communication where a person or whānau is unhappy, concerned or not satisfied with a situation, process, or decision at a Central Kids service.</p> <p>Complaints may be an expressed opinion of dissatisfaction with a decision made, a process followed or the actions of a person.</p>
Scope	This policy pertains to the operations and employees of all Central Kids services.
Guidelines	<ul style="list-style-type: none"> • The notice, provided by Central Kids (Notice to Parents), regarding the procedures to follow when making a complaint must be displayed in a prominent position in each service. • This policy shall be displayed at all Central Kids services and a copy shall be provided upon request. • Central Kids considers all complaints a serious matter, care shall be taken to ensure that complaints are not mischievous or malicious and that claims can be substantiated by documented evidence. • Where a minor concern/complaint is raised the complainant shall be encouraged to approach and attempt to resolve the issue directly with the person concerned with the assistance of the Kaiwhakaako (Head Teacher/Centre Manager) or Kaiarataki (Professional Leader) where appropriate. • Where informal discussions have not resulted in a satisfactory resolution, or where the matter is more serious, a more formal process shall be pursued. • Where the complaint refers to an employee, the complaint will be referred to the Chief Operating Officer/People & Culture Leader. When a complaint is about an employee the Fairness and Disciplinary Policy protocols will be adhered to. • Where the complaint refers to the Chief Operating Officer, the complaint will be referred to the Chief Executive Officer. • Where the complaint refers to the Chief Executive Officer, the complaint will be referred to the Board of Trustees Chairperson. • Where the complaint refers to a member of the Board of Trustees, the complaint will be referred to the Board Chairperson. • Where the complaint refers to the Board Chairperson the complaint will be referred to the Deputy Board Chairperson • All complaints being managed through a formal approach shall be acknowledged in writing with an undertaking that the complaint will be investigated, and the complainant informed of the outcome.

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- The Chief Operating Officer will delegate a Lead Investigator to collect information in respect to the complaint.
- A complainant must be able to demonstrate that the complaint is brought without malice and is based on evidence that the complainant honestly and reasonably believes to be substantially true.
- Formal Complaints must be in writing and include specific details and be signed by the complainant.
- Any witness statements gathered as part of the process shall be signed.
- The complainant shall be advised that the full details of the complaint and the name of the complainant must be provided to the person the complaint refers to.
- Confidentiality of identity can only be maintained where it may prejudice further action or where there are significant concerns for the safety of the complainant.
- Central Kids employees responsible for resolving complaints shall take all reasonable steps to ensure that the complainant is protected against any subsequent re-victimisation.
- The Lead Investigator will document and collate the investigation findings and prepare a report including findings, evidence to substantiate the allegations along with recommendations to the Chief Operating Officer.
- The Chief Operating Officer is responsible for critiquing the report and determining appropriate actions.
- The Chief Operating Officer/Chief Executive Officer will notify the complainant and the person/s subject to the investigation in writing of the outcomes of the investigation.
- Where the allegation is of a serious nature the Chief Operating Officer will inform the local MOE office and ensure that MOE is kept informed of the investigation and outcome.
- Should the investigations of a complaint indicate serious misconduct of an employee or the employee resigns during the investigation, The Chief Operating Officer has a legal obligation to notify the Teaching Council.
- All processes and decisions under this policy are confidential to the parties and those directly involved and shall not be discussed with any other parties.

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References	
Standards	Licensing Criteria for Early Childhood Education and Care Centres 2008 GMA1 Licensing Criteria for Early Childhood Education and Care Centres 2008 HS34 Kindergarten Teachers' Collective Employment Agreement Individual Employment Agreements Privacy Act 1993 Teaching Council Rule 9
Service Documents	Fairness and Disciplinary Policy Performance Management Policy Serious Incident Policy Protection on Children Policy
Policy Review	Central Kids may amend and vary its policies from time to time at Central Kids discretion and employees are required to observe such policies.

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If parents/whānau wish to complain about non-compliance with licence and/or criteria conditions they may:

1. Discuss the matter with the Kaiwhakaako | Head Teacher/Centre Manager
2. Contact the Chief Operating Officer/r Education Leader

Phone **07 885 1016** or Freephone **0508 454 633**
3. Write to the Chief Operating Officer or Education Leader at the address below:

Central Kids Kindergartens
PO Box 341
PUTARURU 3443
4. Contact the local Ministry of Education office at:

Hamilton	07 858 7130
Rotorua	07 349 7399