

 magic garden early education	Complaints Procedure
	Policy Category: Governance, Management and Administration
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RATIONALE

Magic Garden believes families and teachers should feel able to come forward with any concerns and complaints, and that these are acknowledged respectfully. Fair and consistent procedures will be followed in seeking a resolution. Our Complaints Procedure is available to all stakeholders and is displayed on our foyer noticeboard.

TE WHĀRIKI

Belonging/ Mana whenua - Goal 2: Children and their family experience an environment where they know that they have a place.

Concerns -v- Complaints

Concerns are low-level queries or statements by stakeholders. Concerns are likely to be able to be dealt with by discussion, clarification or simple information. It is important to distinguish between concerns and complaints. We manage all concerns and complaints in a positive manner, but a complaint is a more serious statement where expectations have not been met or acceptable conduct may have been breached. Complaints are more likely to require corrective measures or disciplinary action.

Complaints Procedure

- Resolving concerns and complaints is important to us as we want to provide the best for our families. Any complaints will be taken seriously and follow the 'complaints flow chart' on the next page.
- In the first instance talk to the person involved, this may be the key teacher/kaiako of your child, if you are uncomfortable doing this, talk to your rooms team leader.
- If action needs to be taken by the whole teaching team, all teachers will be made aware of the general nature of the complaint, but strict confidentiality to protect all stakeholders will be maintained.
- If the concern/complaint is about a teacher, the teacher will be informed as soon as possible before an investigation begins and advice sought from the Centre Manager before responding to the complainant.
- Documentation relevant to the issue at hand will be gathered and accurately recorded by the team leader or centre manager as appropriate.
- Issues raised will be addressed in writing as soon as practically possible (within three working days).
- Confidentiality will be maintained as far as possible, and in accordance with the Privacy Act 2020.
- Anonymous complaints will not be actioned.
- See flow chart on the next page for a step by step guide towards resolution of complaints.

LINKS TO:

- Child Protection Policy
- Individual Employment Agreement
- Regulation 47 of the Education (Early Childhood Services) Regulations 2008
<https://www.legislation.govt.nz/regulation/public/2008/0204/latest/DLM1412501.html>
- GMA1 of Licensing Criteria for Centre-Based ECE Services
<https://www.education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/licensing-criteria/centre-based-ece-services/>

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Magic Garden believes families and teachers should feel able to come forward with any concerns and that these are acknowledged respectfully. To ensure all facts are understood and to provide opportunity for feedback, the complaints process should be followed sequentially. Ensuring fair and consistent procedures are followed in seeking a resolution.

