

	Policy
	Policy Category: Governance, Management & Administration
	Date Created: November 2016
	Policy Name: Information and Complaints

The purpose of this operational policy is to ensure parents and staff receive adequate information and that there is a known system for complaints.

Position Statement

We ensure parents and staff have key information about the centre's operations and know how to make a complaint.

Issue Outline

It is important that parents and visitors to the centre know who the Service Provider is, which members of staff are entitled to be 'persons responsible,' how complaints can be made and where and when they can get access to the Education (Early Childhood Services) Regulations and Licensing Criteria (2008).

It is important that parents and staff know that their issues and concerns will be listened to and acted on in a timely manner through a formal complaints procedure/process.

Detail

1. Access to Information

- Our current certificate of licence is displayed prominently at the entrance to our centre.
- A list of the full names of qualified staff is displayed next to our licence naming their qualifications and role in the centre.
- We have a diagram displayed for parental complaints that describes how to make complaints and contains a form for written complaints. It is displayed close to the certificate of licence and copies are available near the entrance to the centre.
- A hard copy of the Regulations and Licensing Criteria is attached to the parent noticeboard so it is always available. Enrolment packs contain information about a link to the online regulations and licensing criteria.
- We inform parents and visitors of any changes to the information in our regular newsletters.
- We use a range of strategies to keep parents informed including newsletters, emails, texts and our website.

2. Parental Complaints

- Parents may make a complaint about any aspect of our service or the conduct of a staff member.

- All parents making a complaint will be carefully listened to and told how the complaint will be responded to. All complainants will be told what actions, if any, are being taken in response to the complaint.
- Parents will be encouraged to speak first to the person concerned or the teacher responsible for their child. If this is inappropriate or the issue cannot be satisfactorily resolved, the parent can speak to the centre manager. If this does not resolve the issue, the matter should be put in writing and taken to the [Owner or Board]. The complaint will be acknowledged within 3 days and either a meeting called to discuss it or planned changes to address the complaint will be notified.
- If the complaint cannot be resolved to the parent's satisfaction, the parent will be informed of other avenues available e.g. on www.minedu.govt.nz
- Confidentiality will be maintained throughout the process.
- Verbal complaints will be recorded in writing and reflected back to the complainant
- Responses to all complaints will be in writing. All responses will be the responsibility of the Manager.
- The centre manager will maintain a record of the complaint and any responses to it.

3. Staff Complaints

If staff have a complaint about a procedure or another staff member or a parent:

- the staff member will first attempt to resolve the issue directly with another staff member if that is the issue.
- Otherwise, all complaints should be made to the Supervisor or Manager. This can be done verbally and, where possible, resolved in discussion.
- The Manager will ask the most appropriate person to resolve the complaint, if they are unable to resolve it themselves.
- Any complaint will be carefully listened to and a considered response given. Where actions are to be taken, the staff member will be informed of what actions are to be taken, and when they have been taken.
- For serious issues, a staff member can put the matter in writing and can expect a written response within a week.
- All complaints will be documented by the Manager.
- If the staff member is not satisfied with the outcome, they will be informed of avenues for further action.

Relevant Background (including legislation/regulation references)

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;

- the full names and qualifications of each person counting towards regulated qualification requirements;
- the service's current licence certificate; and
- 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.

Impacts of Policy on Staff, Parents and Children

- Inability or difficulty of parents and others to find out information about the centres licence and the people working at the centre.
- Suspension of centre licence.
- People being unsure about how to express their concerns/issues at the centre;
- People discussing their concerns/issues with others who are unable to take the appropriate action.
- The person who can action change is unaware of the concern/issue and therefore cannot modify behaviour and/or process/event at the centre.

Alignment with the Philosophy

This policy is aligned with our centre's philosophy.

Implications and/or Risks

The centre's licence could be suspended if there is non-compliance with regulations.

Implementation

The Manager is responsible for ensuring that current and correct information is displayed, for ensuring staff are trained in handling complaints, for recording all complaints and for ensuring correct process is followed.

Review

Review annually or when there is a significant change in the area of the policy topic.

Authorised:	Grow
Date:	Term 2 2023
Review Date:	Term 2 2024
Consultation Undertaken:	