



Operational Policies

5.06 Concerns and Complaints

Classification: Quality and Risk

Date: June 2023

Applies to: All Employees

Review Date: June 2025

Approved by: General Manager

Purpose:

- It is important that employees and parents/caregivers and/or whānau see that all complaints are dealt with in an open, consistent and fair manner
- To provide procedures that seek to resolve complaints, while maintaining the dignity of those involved

References:

- Education (Early Childhood Services) Regulations 2008:
- Licensing Criteria for Early Childhood Education and Care Centres 2008 (Ministry of Education)
- Disciplinary Policy
- Code of Conduct Policy
- KTCA – Kindergarten Teachers Collective Agreement
- Kaitiaki Kindergartens Policy 3.02 Disciplinary Policy

Definition:

- Kaitiaki Kindergartens – is referred to as ‘The Association’
- Head Teachers and Centre Managers – are referred to as Service Leaders
- Professional Practice Leaders – PPL
- Kindergartens and Early Learning Centres – are referred to as services
- Senior Management – General Manager / Direct Reports

Policy

- 1 This policy forms a systematic procedure by which complaints about employees, Board Members, services or the Association’s systems will be managed.
 - 2 In the first instance, a complaint or issue should be resolved directly between the parties, where it is practicable to do so. (Please see Concerns and Complaints as attached).
 - 3 As natural justice requires that the person who has had a complaint laid against them be made aware of the identity of the complainant, the Association will not investigate anonymous complaints.
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- 4 In addressing a complaint, the Association will make all reasonable efforts to:
 - a. ensure consistency and fairness in the manner that complaints are managed
 - b. where appropriate provide the opportunity for low level resolution of complaints between relevant parties (see Concerns and Complaints)
 - c. minimise as much as possible the impact that a complaint may have on an employee, a service and on the wider operations of the Association.
 - 5 A complaint constitutes an allegation only, until it is fully investigated.

Procedures

A complaint or concern within the service should first be raised with the Service Leader.

If a person wishes to express a concern or make a complaint against an employee or other person or persons involved in the management of a service, when the matter cannot be resolved by discussion among the parties involved, that concern or complaint should be made to the Association support office, either by phone (09 479 5869) or in writing. The matter will then be referred to the General Manager or a member of senior management.

If a verbal or written concern or complaint is received, the designated person, having established that there is basis for further investigation, will decide on an appropriate course of action aimed at resolving the situation. The people involved will be informed in writing of the course of action.

If the complainant is not happy with the outcome of the investigation or wishes to raise a concern about non-compliance with Regulations or Licensing Criteria, they may contact the Ministry of Education.

Any serious complaint against a teacher will be dealt with as laid out in the KTCA and in the procedures outlined in Kaitiaki Kindergarten's policy 3.02 Disciplinary Policy.

Any complaint against a non-teaching staff member will be dealt with by the General Manager.

Contact details

Kaitiaki Kindergartens - (09) 479 5869

Ministry of Education - (09) 632 9400

Signed:

Date:

28/9/23

General Manager

Endorsed by

Signed:

Date:

28/9/23

President of the Board



We appreciate all opportunities to grow and improve our service and therefore we take any concerns or complaints very seriously. If you wish to express a concern or make a complaint, you can do so in a number of ways. In person, come and have a chat, by phone, email or in writing.

Note: Although we note the Ministry of Education at the bottom of this page, you are free to contact them at any time if you have concerns or complaints.

In the first instance we ask that you talk to us directly at <service>.

<Name>

Head Teacher/Centre Manager

Phone:

Email:

If you are not satisfied with this option or feel that your concern or complaint has not been resolved, you should address the matter to Kaitiaki Kindergartens Head Office.

Professional Practice Leaders:

Wendy O'Brien

Phone: (09) 479 5869

Email: wendy@kaitiakikindergartens.org.nz

Deborah Wansbrough

Phone: (09) 479 5869

Email: deborah@kaitiakikindergartens.org.nz

General Manager

Tara Solomon

Phone: (09) 479 5869

Email: tara@kaitiakikindergartens.org.nz

If after this process, you continue to feel that your concern or complaint has not been effectively resolved you should address the matter to

The Ministry of Education

Phone: (09) 632 9400

For more information about what to do if you have a concern or complaint, go to:
<https://parents.education.govt.nz/early-learning/rights-and-responsibilities/complaints-about-your-early-childhood-education-service/>