# Playcentre Aotearoa's Complaints Procedure Sign



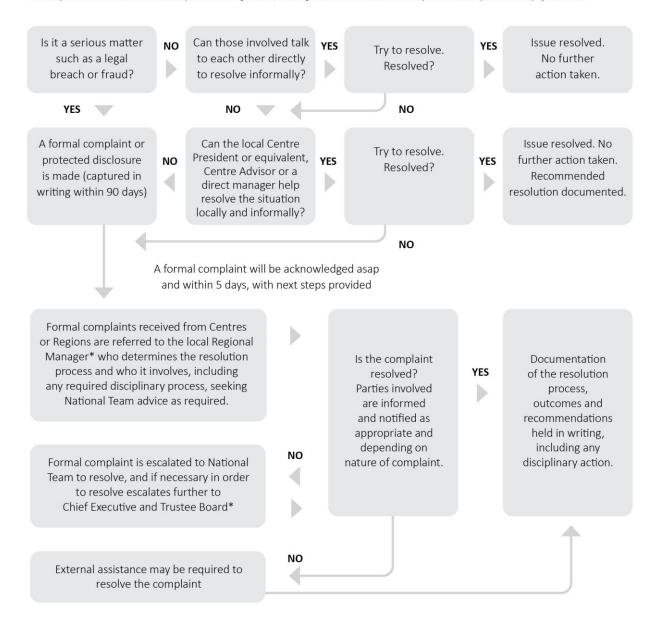
## **Complaint Resolution Flow**

### A concern or complaint is raised

Also see Complaint Resolution Policy for guidance

- 1. If concern relates to possible child neglect or abuse, refer to our Child Protection policy and procedures immediately
- 2. If concern relates to tamariki behaviour or learning needs, refer to our Positive Guidance policy and procedures in the first instance
- 3. For all other concerns/complaints follow our internal process below.

Note: Any serious concerns about non-compliance with regulations/licensing criteria can be raised internally or alternatively with Ministry of Education



\* In the event of the problem raised involving the noted resolver in this process, then the process will escalate through to their direct reporting manager.

Note: a formal complaint about the Chief Executive will be immediately referred to the Trustee Board and a formal complaint about the Trustee Board or a member of the Trustee Board will be immediately referred to the Chief Executive.



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Governance issue related complaints

Centre President

or equivalent

Cluster

## **Complaint Resolution Escalation Steps**

The complaint is about an issue related to:

# Operational related complaints

Centre President or equivalent, or Centre Advisor, whomever is most appropriate given the nature of the complaint

Regional Manager

and as delegated to

resolve (eg. Regional

Support Lead)

Insert phone number here

National Support

Manager, or in case

of financial

complaints/disclosures

Chief Financial Officer

Insert phone number here

# Education related complaints

Student complaints to Student Support Coordinator

# Employee related complaints

Employee's direct manager

### If centre/regional employee:

Regional Manager and as delegated to resolve (eg. Regional Support Lead)

Insert phone number here

Teaching staff complaints to Education Lead

Insert phone number here

Insert phone number here

National Support Manager, and as delegated (eg. Human Resources support)

Insert phone number here

### Chief Executive

#### Trustee Board

If case of external agency support being required:

#### Ministry of Education

enter contact details of local MoE Regional Office here Employment Mediation Services

0800 20 90 20

Papers to National Hui if an area that needs national decision



