

Playcentre Aotearoa's Complaints Procedure Sign



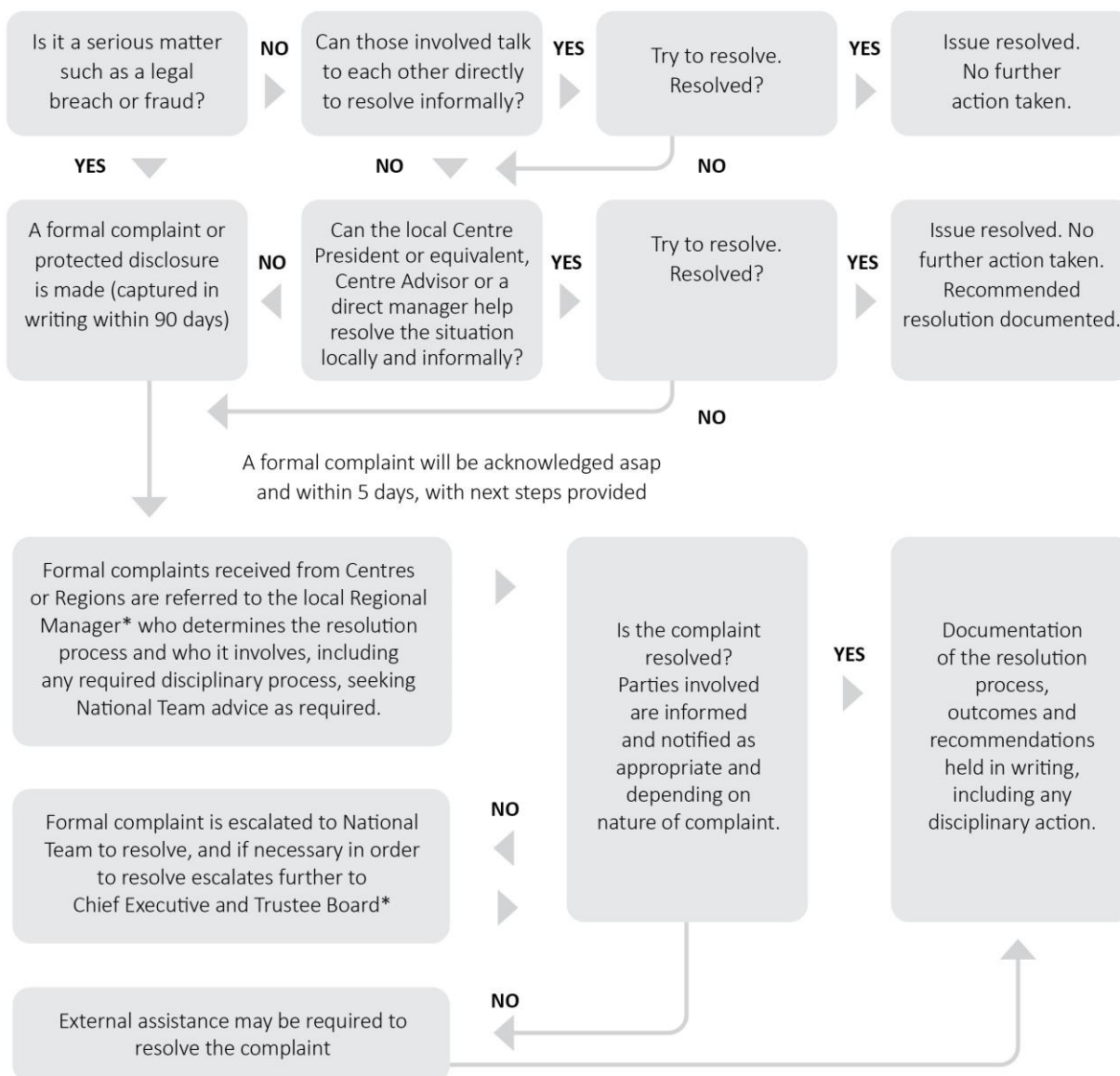
Complaint Resolution Flow

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.

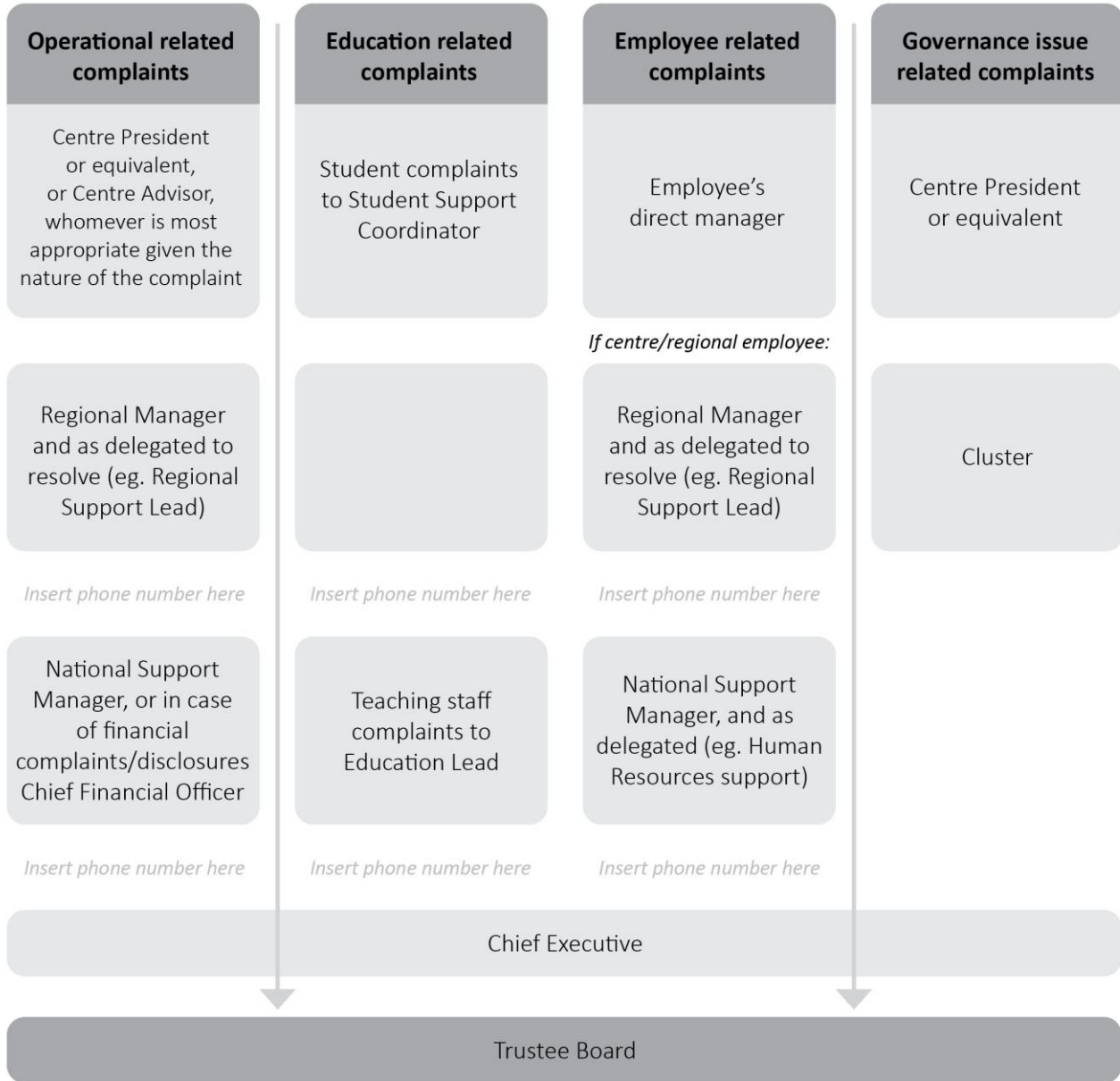


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Complaint Resolution Escalation Steps

The complaint is about an issue related to:



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

