REQUIRED FOR LICENSING

Playcentre Aotearoa

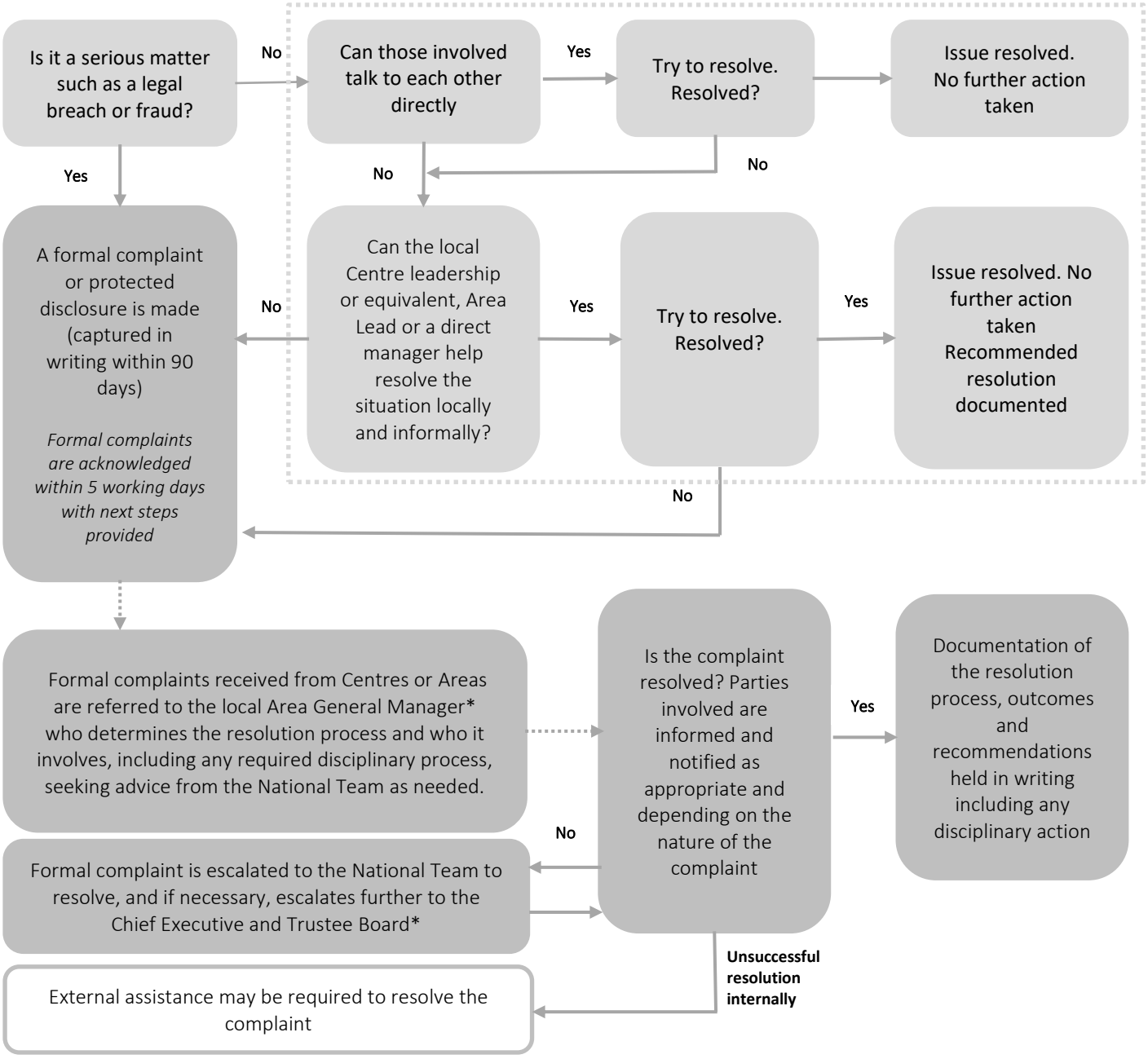
Complaint Resolution Procedure

Also see Complaint Resolution Policy for guidance.
Licensing Criteria for Early Chidlhood Education & Care Services 2008 GMA102,GMA105

A concern or complaint is raised

1. *If concern related to possible child neglect or abuse, refer to our **Child Protection Policy and Procedures** immediately*
2. *If the 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 regulatory/licensing criteria can be raised internally or alternatively with the 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 Path

The complaint is about an issue related to:

Operational related complaints	Education related complaints	Employee related complaints	Governance related complaints
Centre leadership or equivalent, or Area Lead, whomever is most appropriate given the nature of the complaint	Student complaints to the **student support Coordinator**	Employees direct manager	Centre President or Equivalent
Area General Manager and as delegated to resolve	Teaching staff complaints go to the **Education Lead**	**Area General Manager** and as delegated to resolve	Cluster
Principal Advisor – Community & Service Delivery or in the case of financial complaints/ disclosures Chief Financial Officer		**Principal Advisor – Community & Service Delivery** or in the case of financial complaints/ disclosures Chief Financial Officer	
Chief Executive			
Trustee Board			

Ministry of Education Local MoE Regional Office contact	**Employment Mediation Services** **0800 20 90 20**	**Papers to National Hui if an area that needs national decision**

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Licensing Criteria for Centre-based Education and Care Services 2008:
GMA102, GMA105: 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.

Documentation required: 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 office and provides contact details.

1.0	When Raising a Complaint	
1.1	Where an issue or concern is raised – consider the type of concern and which procedure needs to be followed: 1. If alleging or notifying of child neglect or abuse, then immediately follow Child Protection Policy and Procedures 2. If a concern about tamariki behaviour or learning needs – use the Positive Guidance policy and procedures 3. For all other concerns/complaints use our internal process detailed in this procedure. 4. If a serious concern about non-compliance with regulations / licensing criteria, note that you can choose to contact the Ministry of Education directly instead	Person raising the complaint
1.2	Raise the complaint as soon as possible following the incident/issue.	Person raising the complaint
1.3	Informal resolution with the individuals involved is the first step, unless the situation involves a serious legal issue or fraud.	Person raising the compliant
1.4	Where informal resolution is not possible, or is unsuccessful, use the flowchart and Complaint Resolution Escalation steps to consider the best person to speak to for support and in taking the next steps	Person raising the complaint
1.5	Complaints should always be handled sensitively and confidentially with the parties involved	Person raising the complaint and those involved in the resolution of the complaint

2.0	When Receiving a Complaint	
2.1	When receiving the details of a complaint from the person raising the complaint, document the following*: *documentation required if a Formal Complaint and recommended if an informal complaint for local resolution • Names of parties involved • Dates and times of incidents • What the concern is/what occurred • Where it happened • Any other witnesses • Information on any informal attempts to resolve the concern Contact details of the person raising the complaint in order for them to be contactable for further details, assist in resolution or to advise them of any outcomes.	Centre Leadership, Area Lead, Area General Manager or National employee
2.2	a) Where the person who is the subject of the complaint is an employee, pass the information directly to that person's manager and leave it with them to resolve b) Where it is a serious situation, escalate the complaint, as per the attached charts and flowcharts c) Where the person is a volunteer and the complaint or concern is minor - Support the person to consider strategies to resolve the complaint, and/or to approach the person informally	Centre Leadership, Area Lead, Area General Manager or National employee
2.3	If this is a formal complaint: acknowledge the complaint in writing within 5 days and give the person raising the complaint the name of who will be following up.	Area / National employee
2.4	To resolve a formal complaint, the individuals involved need to be given all details of the concern/allegation against them, unless advised otherwise by external agencies (e.g. police). NB: anonymity regarding the person who laid the complaint may be considered, but the details of the concern must be able to be shared.	Area / National employee

REFERENCES

Playcentre Aotearoa's Complaint Resolution Policy