REQUIRED FOR LICENSING

Playcentre Aotearoa

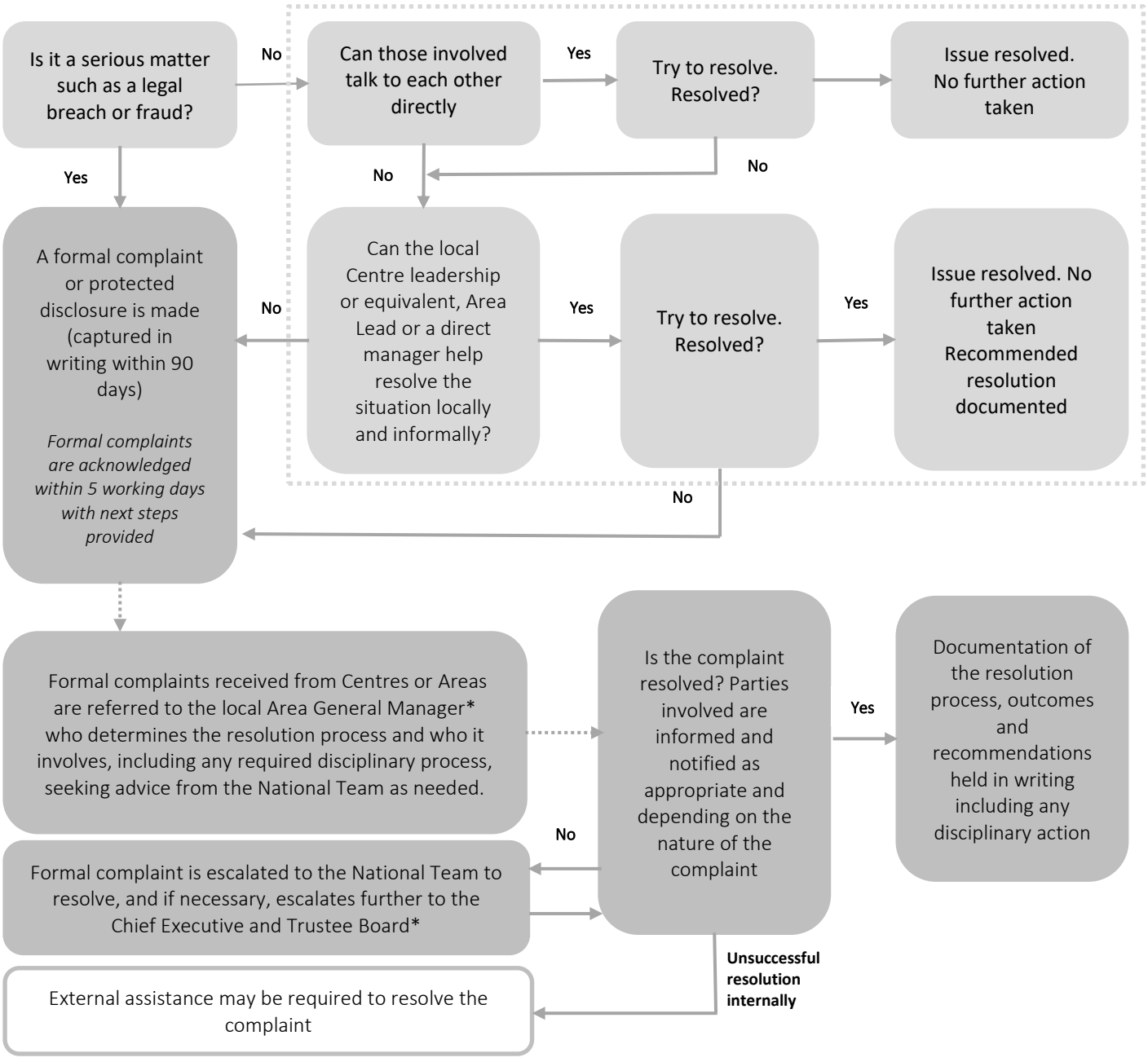
Complaint Resolution Flow

Also see Complaint Resolution Policy for guidance

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 Flow

Also see Complaint Resolution Policy for guidance

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 Name and number	Teaching staff complaints go to the **Education Lead** Name and number	**Area General Manager** and as delegated to resolve Name and number	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			

Education Review Office enforcement@ero.govt.nz	**Employment Mediation Services** 0800 20 90 20	**Papers to National Hui if an area that needs national decision**