1. Concerns & Complaints

Avonside Early Childhood Centre encourages parents to discuss issues or problems that may arise directly with staff or management and we undertake to find solutions as soon as possible. We view constructive criticism positively and it is very important that the users of our centre are happy with the service provided.

An attempt will be made to resolve all issues in a supportive, nurturing manner. All issues raised will be taken seriously and acted on at the earliest possible opportunity.

The staff and management at the centre are resolved to communicate openly and honestly with our community, we trust that you, the members of our community, feel safe enough to reciprocate in the same manner.

This process can be used to resolve concerns or complaints between any parties at the centre.

1. All concerns and complaints will be handled in a confidential and sensitive manner
2. If possible, raise the complaint with the person concerned
3. There is a comments box at the centre which can be used if your concern is not urgent. A board or staff member will contact you as soon as possible. Alternately you can choose to email the centre or speak with a staff member at a time that is mutually convenient
4. If preferred, your complaint can be put in writing and forwarded to the Centre Manager or the Secretary of the Board (see complaints form)
5. Both parties are able to request a support person at any time
6. Complaint resolution relies on honest communication, if either party is unhappy it is imperative that they communicate this in order for the resolution process to move forward
7. If either party is not satisfied with the resolution of the complaint there are a number of avenues that are available including the Human Rights Commission, the Education Review Office, the Privacy Commission, the Health and Disabilities Commission etc. Information on how to contact these services is available with the parent information at the centre
8. At any time the Ministry of Education can be contacted to make a complaint regarding non-compliance in Regulations or criteria.

*Ministry of Education*

*39 Princess Street, Middleton*

*03 378 7300*

Or

[*www.minedu.govt.nz*](http://www.minedu.govt.nz)

Complaints Form

Confidential

Name:………………………………………………………………………………………………………………………….

Address:………………………………………………………………………………………………………………………

Phone (home):………………………………………. Mobile:……………………………………………………….

Email:…………………………………………………………………………………………………………………………..

Nature of complaint:

*Continue on back page if necessary*

Date Received:………………………………. Date Responded:………………………………

Conclusion:

Action taken:

Last reviewed:

Next review: February 2019 as per Policy Review Schedule

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On behalf of the Board of Trustees

Signed:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_ Date:\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_\_

On behalf of Centre Management