

RATIONALE / INTENT:

Our Centres value our parents' concerns and it is our intention to be respectful of any complaint made and work together in partnership to rectify any issues.

GUIDELINES FOR DEALING WITH A VERBAL COMPLAINT

- Any staff member who receives a complaint will be polite and respectful to the complainant.
- Any staff member who does not feel that they have the experience to deal with the complaint will politely refer the person to a senior staff member or the centre manager.
- The staff member dealing with the complaint needs to remain calm and sensitive to the complainant. Excellent listening skills are imperative to this situation. Clarify with the person making the complaint to ensure that you are both on the same wavelength – keep it simple.
- The person who has received the complaint may not be able to solve the issue independently. It is important to share this with the complainant but do assure them that you will address the issue with the centre manager and together you will deal with it.
- If the staff member who received the complaint is able to deal with it then either:
 - Give the person a direct response in rectifying the situation
 - Ask the person for time to brainstorm a solution.
- Make it clear that you will get back to them within a time frame with a resolution to the issue. This will be done in writing. Most people will be satisfied with this outcome but it is good practice to follow up in the short term to ensure that the situation has improved.

GUIDELINES FOR DEALING WITH A WRITTEN OR SERIOUS COMPLAINT

Any written or serious complaint received must be addressed by management.

The contents of any complaint must remain confidential to the parties involved.

Any written complaint must be acknowledged within 48 hours.

All formal written complaints must be discussed between the complainant and the staff member involved, with both the Centre Manager and Centre Director present.

All formal written complaints must be investigated. This means the Centre Manager must gather evidence and comment from other relevant people and may seek advice from professionals if appropriate.

All actions following a formal written complaint must be fully documented in a written report provided to all parties involved.

Further discussion and negotiation should result in a resolution of the complaint. If not, all formal written complaints must be referred further up the hierarchy of the centre and its management.

Once resolved, there must be a further written report provided to all parties which clearly outlines the resolution of the complaint.

Should a satisfactory solution not be found, the concerned parent/whanau/caregiver can contact:

The Centre Director

The Ministry of Education

The Education Review Office

A copy of the Education Regulations 2008 (Early Childhood Centres) are available in the office. Parents and staff are encouraged to refer to them.

A copy of the Complaints Procedure is on the notice board for staff and parents' viewing.



Playhouse Early Learning Centres Complaints Procedure

Persons Responsible

Centre Director Greg Burt, (greg@gregburt.co.nz)
Centre Manager Tiffany King (098277833, info@playhousechildcare.co.nz)

Speak to the person involved ➡ **RESOLVED**
UNRESOLVED



Speak to the Head Teacher ➡ **RESOLVED**
UNRESOLVED



Put the complaint into writing ➡ **RESOLVED**
UNRESOLVED



Contact the Centre Manager or Director ➡ **RESOLVED**
UNRESOLVED



You are able to contact the Ministry of Education at any time during this process for advice and guidance.

Phone (09) 632 9400, enquiries.auckland@education.govt.nz

The ECC Regulations 2008 are available from the office. Our ERO report is available on request or view it online at <https://ero.govt.nz/review-reports>