

1.2 Complaints

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Purpose

To provide guidelines for whānau and staff to make a formal complaint to Te Puna Reo o Ngā Kākano Centre Management.

Policy

Te Puna Reo o Ngā Kākano (Puna Reo) wants to ensure all complaints are dealt with in a timely, fair and consistent manner and that the communication channels are open.

Puna Reo endeavour to address all concerns from whānau and staff, whether they are about individual children or about the Centre's processes or procedures.

Procedure

Complaint

A complaint is defined as a grievance of dissatisfaction or a formal accusation that can be made from whānau or staff.

Complainant

The complainant can be whānau, staff, or the general public.

For a complaint relating to the non-compliance with licence conditions, whānau may contact the Ministry of Education to discuss their concerns. Contact number: 04 463 8699.

Nāma	Whetoko Steps:	Ngā Whainga Key points	Responsibility
1	A copy of the Early Childhood Regulations is available to all whānau and staff.	<ul style="list-style-type: none"> - Copies are kept on the whānau and staff notice boards and are available to whānau and staff at all times. - Regulations are available online to download 	All staff
2	To minimise the likelihood of complaints, whānau are encouraged	This is an opportunity for whānau to observe the programmes in action, and to talk with kaiako about programmes,	All staff

	to visit the centre anytime.	their tamaiti's development, and any concerns that they may have.	
3	<p>All concerns made by a complainant about:</p> <ul style="list-style-type: none"> - a staff member; - a whānau; - the care of tamariki; - centre processes or procedures; - any other concerns; <p>will be treated as serious and dealt with in a confidential manner.</p>	<p>Issues should be taken directly to the Pouako of the rōpū involved.</p> <p>The Pouako is responsible for resolving issues as quickly and amicably as possible between parties.</p> <p>Ongoing consultation between all parties involved to resolve the situation, must be documented, signed and dated. All parties concerned will be notified of any action or recommendation decided.</p> <p>Copies of documentation are to be provided to the Kaihautū who will file/keep records on either the tamaiti/whānau records or staff members' records.</p>	Complainant Pouako / Kaihautū
4	<p>If there is no resolution with the above process, complaints should be taken up with the Kaihautū.</p> <p>The Kaihautū will endeavour to take action or recommendation within 48 hours of receipt of the complaint.</p>	<p>If the complaint is of a serious nature, then it should be made in writing to the Kaihautū – refer to the attached Complaints Form</p> <p>The complainant should clearly describe the nature of the complaint or concern, and if appropriate, make recommendations.</p> <p>If the complaint is against a staff member, that staff member must be informed of the nature and basis for the complaint by the Kaihautū.</p> <p>The complaint will be tabled for discussion at a special meeting for this purpose. The complainant will be invited to attend and speak at this meeting.</p> <p>Any staff member whom a complaint has been made, must be given a right of reply and a fair hearing.</p> <p>If any action is to be taken, all parties will be informed of the decision in writing.</p>	Kaihautū
5	If the matter is not resolved satisfactorily with the above process, the complaint will be directed to the	<p>The Directors will endeavour to take action or recommendation within 48 hours of receipt of the complaint.</p> <p>If the outcome results in disciplinary action for a staff member, the Centre</p>	Kaihautū / Directors

	Directors.	Policy on Warnings and Dismissal will be followed.	
6	If none of these steps result in a satisfactory outcome, then the complainant has the right to take the complaint to the Ministry of Education.		Complainant
7	Any staff with concerns about the centre programme, work colleague or procedures.	Should follow the same procedures above.	All staff

COMPLAINTS FORM

(Please complete this form, or alternatively email your complaint to management@punareo.co.nz)

Name: _____

Tamaiti Name: _____

Brief summary of complaint: (Please include dates, names and places)

Signature: _____ Date: ____/____/____

Please return this form to the Kaihautū who will arrange an appointment time to discuss this complaint.

Received by Management: _____ Date: ____/____/____

Appointment date and time: _____