

# Complaints Policy

## PURPOSE

To ensure guidelines are in place so that complaints and disputes are dealt with in a timely manner and with fair treatment to all parties.

To ensure parents and staff receive adequate information.

## ACCESS TO INFORMATION

The following information is displayed in a prominent position in our foyer;

- Our current certificate of licence
- A summary of our complaints procedure
- The qualifications of all registered staff, their role in the centre and first aid certificates

The following information is displayed on our parent noticeboard.

- When received, a copy of the current ERO report this will be displayed on the parent notice boards or info area.
- a copy of the Early Childhood Regulations (2008), and
- A copy of relevant financial information.

We use facebook, emails, texts and notices on the sign-in desk and/or whiteboard above the sign-in desk to keep parents informed.

Policies for review are posted on FB, placed in a folder on the sign-in desk and/or the whanau information area.

## PARENT COMPLAINTS

### Complaints Procedure - Centre Level

- Resolving of complaints is important to us as we want to provide the best for families who attend Fingerprints. Any concerns or complaints will be taken seriously. All parents making a complaint will be carefully listened to, the complaint will be recorded via the [Complaints Template](#) (if not in written form) and filed in the Complaints Folder in our Office Google Drive.
- Parents may share concerns or make a complaint about a staff member or any aspect of our service. Complaints should be directed to the Centre Director either verbally or in writing if preferred. The complainant must always be identified when making the complaint.
- If the complaint involves an allegation of abuse or neglect the Service provider will be informed immediately and will follow the procedure outlined in the Child Protection Policy.
- **If the complaint concerns the Centre Director the complaint may be made to the Service Provider Contact Person; Aaron Donaldson in writing c/- 130 Wilsons Road, St Martins, Christchurch 8022, or email: [adonaldson@southcity.org.nz](mailto:adonaldson@southcity.org.nz) or call: cell phone: 0274416683.**
- The Centre Director or Service Provider Contact Person; Aaron Donaldson will work to resolve the complaint in a timely manner. An investigation into the complaint will be undertaken within 5 working days and an Action Plan will be devised and communicated to the complainant in a timely manner. When necessary the staff member concerned will be informed of the

complaint. All parties will be kept informed of progress being made while complaints are being investigated.

- Confidentiality will be maintained throughout the process.
- If the complaint concerns ALL teaching staff, they will be notified and the issue will be discussed at staff meeting.
- If the complaint remains unresolved a meeting will be arranged with the Centre Director, the parent/whānau, staff member and/or Service Provider Contact Person; Aaron Donaldson, and a neutral intermediary/consultant regarding the situation. Parents and staff are welcome to bring a support person to the meeting.
- If the matter is still unresolved the Ministry of Education can be contacted - details below.

## **Procedure for Complaints regarding Non Compliance with Licensing Requirements**

Complaints regarding non-compliance with Licensing requirements and conditions should be directed in writing to the Service Provider Contact Person; Aaron Donaldson. The Service Provider Contact Person is responsible for investigating this and rectifying the situation as soon as possible.

If non-compliance continues then the Ministry of Education can be contacted by the complainant.

48 Hereford Street,  
West End, Christchurch 8013  
378 7300  
Email - enquiries.christchurch@minedu.govt.nz

**GUIDING DOCUMENTS: Education Regulations 2008 47, GMA1  
Employment Relations Act 2000**

Approved by:

Centre Director: *Hilary Henderson*  
Service Provider

Date: January 2022

Contact Person: *Aaron Donaldson*

Date: January 2022

Reviewed : January 2022

To be reviewed: January 2024