**Complaints Procedure Policy**

**Rationale**

Little Sunbeams Christian Early Childhood Centre Management will endeavour to address all concerns from parents/guardians/whanau and staff, whether they are about individual children or about the early learning centre’s programmes or procedures. There are appropriate channels for expressing these concerns which ensure everyone receives a fair hearing. The early childhood centre will maintain an open door policy, encouraging staff, parents/guardians and children to communicate freely.

**Objectives**

1. All parties should be encouraged to talk about issues that concern them
2. To provide an appropriate way of expressing concerns.
3. To give a fair hearing for any concerns.
4. To give that the concerns do not become personal attacks.

**Procedures**

1. A caregiver with concerns about the early childhood centre should approach the Team Leader.
2. If possible, concerns involving an individual staff member should be discussed with the staff member concerned.
3. If the concern about the staff member is not resolved, the Team Leader should be approached. There should then be an ongoing consultation between the centre Team Leader and/or parent/guardian to resolve the situation. Each phase is to be documented, signed and dated.
4. If the matter is not resolved satisfactorily with the above process, the complaint should then be put in writing to the Team Leader.

**Complaints of a Serious Nature**

1. If the complaint is of a serious nature, then it should be put in writing to the centre Management.
2. If the complaint is against a staff member, that staff member must be informed of the nature of the complaint, by the Team Leader.
3. The complainant should clearly describe the nature of the complaint or concern and, if appropriate, make recommendations.
4. The complaint will be tabled for discussion at a special meeting for this purpose.
5. The complainant may voice their version/opinion at the meeting.
6. Any staff member against who a complaint has been made must be given a right of reply and a fair hearing.
7. If any action is to be taken, all parties concerned will be informed of the decision in writing.
8. 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.
9. If a staff member has a complaint or concern, the above steps are to be followed.

The Management and Educators of Little Sunbeams Christian Early Childhood Centre recognise that from time to time issues will arise which need resolving. We are committed to resolving complaints and the following procedures will be adhered to:

A licensed centre must ensure that there are procedures for making a complaint about non-compliance, with the centres licence and/or fees.

**Complaints Procedure**

If you have any concerns, complaints or issues with staff or services you are entitled to express them by following this procedure:

**Discuss issues or grievances either verbally or written with**

**The person concerned *or***

**The person’s Team Leader *or***

**The centre Manager**

If the issues are not resolved, a meeting between both parties (including support) will be arranged to ensure a satisfactory outcome.

All complaints and outcomes will be recorded by an appropriate person.

**If you are not satisfied at this point, contact the Ministry of Education:**

**Phone (09) 374 5400**