

Complaints – Procedure PO108

1. POLICY STATEMENT

Ōtātara Children's Centre, EIT has a strong commitment to ensuring that all stakeholder concerns and complaints are resolved promptly and proactively.

2. AIM

To have an established procedure for stakeholders to express concerns and complaints about Centre practices and for those concerns or complaints to be acted upon.

3. COMPLAINT PROCEDURE

1. Any stakeholder who has a complaint about any aspect of the Centre operations or provision, should, in the first instance, speak to the Manager of the Centre, putting forward their complaint/concern (a complaint may be referred to the Manager through any staff member).
2. If the complainant is not satisfied within a reasonable timeframe, they will be advised to put their complaint in writing to the Centre Manager. If the complaint is about a non-compliance of the regulations or licensing criteria, the complainant will be advised that they may also contact the local Ministry of Education office, 8a Lever Street Ahuriri, Napier 4110, phone 06 8336730. This will trigger an MOE investigation into the matter.
3. If the complaint is in writing, the Centre Manager will acknowledge its receipt and if necessary seek further information.
4. If the complaint involves the Centre Manager, the complaint may be made in writing to the Director of Student and Academic Services.

4. INFORMAL COMPLAINTS

1. The Centre Manager will endeavour to resolve the complaint on an informal basis to the satisfaction of the complainant.
2. If the Centre Manager is unable to resolve the complaint to the satisfaction of the complainant, then the Manager will provide a written account of the complaint and her/his response to the Centre Management Team and the Director of Student and Academic Services.
3. If the complaint is of such a nature that the Management team in consultation with the Director of Student and Academic Services considers that it requires investigation, they will seek further advice or a panel of investigators to look into the complaint. At this point it will be considered a formal complaint.

5. FORMAL COMPLAINTS

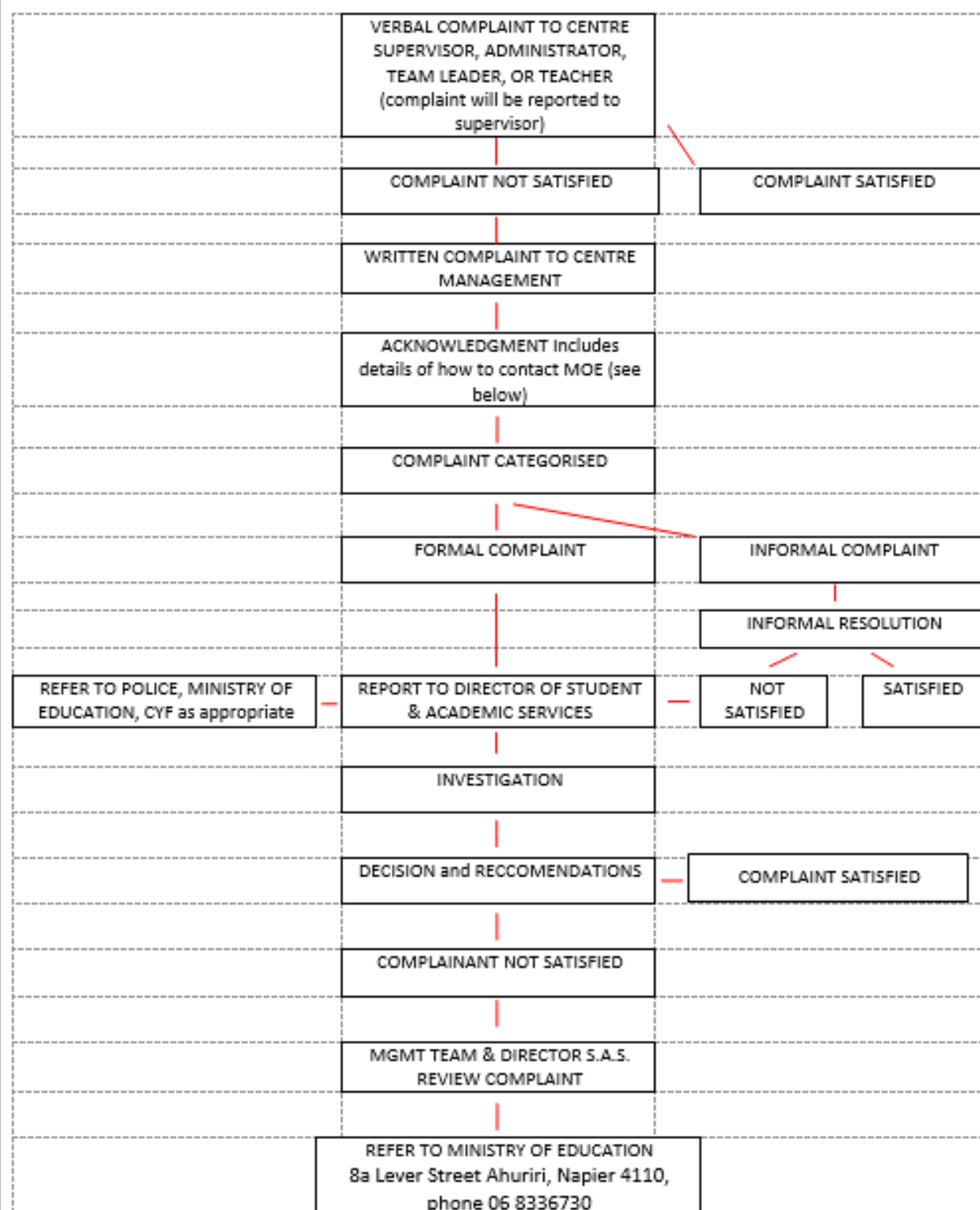
1. Formal complaints shall be reported to the Director of Student and Academic Services immediately by the Centre Management. The Management team will, where necessary and possible, remove the danger to the health and safety of the children or teachers. All complaints involving Health and Safety will be reported to EIT's Health and Safety and Wellbeing Advisor.
2. Where a complaint involves the actions of a staff member, the Director People and Wellbeing will also be consulted. Clauses in the Employment contract pertaining to disciplinary procedures, suspension and/or dismissal will be adhered to.
3. The Management team will give consideration to, and if appropriate, exclude any person from coming into contact with children should they believe that the person has abused or neglected any child or any whānau member or placed them in harm's way.
4. If the Management Team considers it appropriate then it may immediately or at any later stage report the matter/complaint to the Police, Oranga Tamariki, the Ministry of Education and/or the Teaching Council.
5. The Management Team will ensure the parents/whānau concerned are kept advised, subject to recognising the confidential nature of the investigation and the need to protect the privacy of the individuals concerned.
6. The Management Team in consultation with the Director of Student and Academic Services and the Director People and Wellbeing may consider the complaint requires investigation. If so, an impartial investigator/s will be appointed to investigate the complaint.
7. The Management Team will ensure any staff involved are made aware of counselling services offered by EAP.
8. The statutory reporting requirements of the NZ Teaching Council will be followed.
9. Where a complaint involves a teacher, the teacher shall also be advised that it may be in his/her interests to seek professional support and legal advice and to have a support person or advisor present when interviewed

6. INVESTIGATION

1. The investigator/investigating panel shall carry out an investigation by questioning all persons likely to have relevant information.
2. Interested parties should be given every opportunity to make representations.
3. Where the investigator/s decides that further investigation is required a written statement will be sent to the complainant setting out the specific unresolved issues and the nature of any future investigations.
4. The investigation panel shall ensure that a complaint is dealt with sensitively and confidentially and shall have regard to the following matters:
 - (a) Those concerned will have the process explained to them
 - (b) Those concerned will be assured that their identity will remain confidential unless further action is required in which case confidentiality cannot be guaranteed
 - (c) The complaint will be dealt with as quickly as possible
 - (d) Parents/whānau concerned will be kept informed
5. The investigator(s) shall provide a written report to the Management team detailing the procedures adopted, the people interviewed, their findings and recommended actions.

The Management Team will refer the findings and their actual or proposed actions to the complainant in such format as they consider appropriate.

COMPLAINTS PROCEDURE



Document information – Office use only	
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Owner	Executive Director, Student and Academic Services
Developer	Supervisor Children Centre
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