

Complaints Policy

Policy

It is the policy of this Centre to address grievances/complaints promptly, with emphasis being placed on resolving issues in a professional and ethical manner.

It is not ethical to involve other staff members or parents in an individual concern, it is also not ethical to involve outside agencies before addressing the issues with the Manager. All matters are considered confidential and will be handled appropriately.

Procedure

1. Parents are encouraged to discuss minor concerns with the Manger as soon as possible, so that they can be dealt with immediately.
2. If the grievance is more serious, parents should immediately discuss it with the Manager who will investigate and keep the parent informed of the action taken and the outcome.
3. If the parents are not satisfied with the outcome, or they feel that it has not been properly addressed, they should contact the Board President, in writing. The committee will conduct their own investigation and assess how it should be resolved.
4. We encourage feedback. If we are not aware of a problem, we cannot address it and prevent it happening again.

Contact Information

Centre Manger – Melanie Sinclair	leader@rcc.school.nz
President – Krystie Lewis	president@rcc.school.nz
Vice President – Olivia Botha	vicepresident@rcc.school.nz
Teaching Council	04 471 0852
Ministry of Education Rotorua	07 349 7399
	1144 Pukaki Street, Rotorua

A copy of the Education (Early Childhood Centres) Regulations 2008, the 2008 Licensing Criteria and the Education Review Reports may be viewed at any time. They can be found in the foyer and are available online.

Authorised:	
Date:	
Consultation Undertaken:	Parents and caregivers, staff and Rotorua Childcare Centre Board.