



POLICY: **Concerns & Complaints**

LINKS GMA1

Rationale & Objectives:

Lumsden Kindergarten encourages parents/caregivers/whanau to discuss with us any concerns or complaints they may have about our centre, its team members or any non-compliance with license requirements.

*(NB. Current regulations and education review reports are kept on the premises of Lumsden Kindergarten, please ask the manager or person responsible if you would like to read these.)*

In order to ensure your concern or complaint is received and handled correctly, you are requested to observe the following procedures.

Procedures:

- If your concern is about a team member, in the first instance and provided you feel comfortable to do so, please discuss it fully with the person concerned.
- If you are not satisfied with the response you receive or prefer not to discuss your concern directly to a team member, then you are requested to raise the matter with a Tokihi Leader.
- All other complaints are to be raised with the centre director.
- Should you be dissatisfied with the outcome obtained from the Tokihi Leader, please contact the centre director and arrange a mutually agreeable time to discuss your concern. You will be requested by the centre director to submit your concern in writing.
- In the event your complaint or concern has still not been addressed to your satisfaction, you are required to put your complaint in writing to:

Rakelle Ru Bay

217 Lumsden Road

Hastings

- You will receive a written response to your letter within 14 days of receipt, outlining the actions that will be taken to investigate your concern or complaint. Formal consultation with you will be part of this investigative process.
- Please be aware that if you are not satisfied by the above, you are able to contact the Ministry of Education on the following number:

Napier Regional Office (06) 833 6730

Philosophy: 'Friendships enable us to connect, negotiate and figure things out

Policy Developed: June 2017

Reviewed: Dec 2018, Dec 2019, Dec 2021