



Complaints Wee Wisdom Education Group - Centre-Based Criterion GMA1 & Reg 47 1a

Relevant Background

Licensing Criteria for Education and Care Services 2008

- **GMA1** The following are prominently displayed at the service for parents and visitors:
 - the Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008;
 - the full names and qualifications of each person counting towards regulated qualification requirements;
 - the service's current licence certificate; and
 - a procedure people should follow if they wish to complain about non-compliance with the Regulations or criteria

DOCUMENTATION REQUIRED

- A procedure people should follow if they wish to complain about non-compliance with the Regulations or criteria. The procedure includes the option to contact the local Ministry of Education office and provides contact details.

Education (Early Childhood Services) Regulations 2008

- **Clause 47 (1) (a)** the service is effectively governed and is managed in accordance with good management practices
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POSITION STATEMENT

Our service strives to provide quality customer service at all times. With this said we also recognise that we are human and therefore not perfect. To ensure we provide the best service we can, we welcome feedback including complaints and concerns from anyone. We take complaints seriously and will investigate in a thorough and transparent manner, reporting back to the complainant our findings and the outcome. Our service aims to provide the opportunity for parents, caregivers, whanau members and staff to discuss their concerns in a way that acknowledges and respects all parties' values, needs and aspirations. We also encourage complainants to take up their complaint directly with the Ministry of Education if they are unhappy with the results of this procedure.

PROCEDURE

Access to Information

1. The current certificate of license will always be displayed prominently in the Centre.
2. A list of the full names of qualified staff will be displayed next to the license naming their qualification and role in the service
3. Copies of this complaints procedure will always be available to parents in hardcopy at the Centre and in digital copy on EDUCA.
4. A hard copy of the Education (Early Childhood Services) Regulations 2008 and the Licensing Criteria for Education and Care Services 2008 will always be available at the Centre. These can also be found online at www.education.govt.nz

In the event of a complaint

5. All complaints will be carefully listened to and documented using the complaints form where details will be reflected back to the complainant to ensure accuracy and completeness.
6. Confidentiality will be maintained throughout the complaint process.
7. Any complaints received will be acknowledged within three days of receipt and an explanation of what actions, if any, will be taken.
8. All complaints will be overseen or investigated by a Manager. Some complaints, because of their nature, may involve external agencies. Where this is necessary, the complainant will be informed as soon as possible that one or more external agencies have been involved.
9. If possible, in the first instance the complaint should be taken up directly with the person involved with the support of a senior member of staff.

10. If the complaint remains unresolved, or the complainant is uncomfortable approaching the person involved, the complainant is welcome to approach the Centre Manager, Deanne Fernandopulle in person, via email managerdrury@weewisdommontessori.co.nz or (09) 294 7978.
11. If the complaint remains unresolved, or the complainant is uncomfortable approaching the Centre Manager, the complainant is welcome to approach the Managing Director and licensee Mrs. Anna Chan, via email anna@weewisdommontessori.co.nz or post P.O. Box 14644, Panmure, Auckland, 1741.
12. The licensee may delegate the task of communicating and consulting with a complainant to an appropriate member of the management team. This management team member will treat all complaints with the same respect as the licensee.
13. If the complaint concerns all teaching staff, they will be notified and the issue will be discussed in confidence at the next staff meeting.
14. The conclusion of any complaint investigation will be communicated in writing to the complainant and any external agency involved.
15. In the event that the complaint is not resolved to the complainant's satisfaction, they have the right to take his complaint to the Ministry of Education, Private Bag 92-644, Symonds Street, Auckland 1150 Phone 632-9400 enquiries.auckland@minedu.govt.nz

Review

This procedure will be reviewed within a three-year period or when there is a significant change in the area of the topic.

Reviewed by & date:	Deanne Fernandopulle (16.03.2020)
Consultation undertaken:	Reviewed by staff & management: Sent out for parent consultation:
Approved by:	Anna Chan