

Concerns and Complaints Policy

Rationale

To ensure there is a fair and equitable process for concerns and complaints to be heard and responded to within the NKA. To ensure that people who are subjects of a concern or complaint are supported and that concerns and complaints are viewed as opportunities to improve practice.

Definitions

- Concerns are informal issues, not necessarily in writing that relate to any aspect of the functioning of the Association and its community.
- Complaints are statements about incident(s) that have not, for some reason, met expectations.

Policy

- Complaints must be made in writing and must identify the person raising the complaint.
- Concerns will not be accepted anonymously. The identity of the person raising the concern may be held in confidence if requested, as long as this does not adversely affect
 - the Association's ability to respond to the concern; or
 - the ability of the employee concerned to respond; or
 - the Association's opportunity to maximize the potential quality improvements inherent in addressing the concern.
- Complaints should be addressed to the person with responsibility for the applicable area of the Association's activity. For example, complaints about matters relating to kindergarten activities should be addressed to the Head Teacher or, failing that, to a Professional Practice Manager. Complaints concerning Managers or Administration Staff should be addressed to the Chief Executive. Complaints concerning the Chief Executive are to be addressed to the President of the Board of Governance.
- When a concern or complaint is raised the issues will be professionally, fully and fairly addressed.
- When investigating the issues around a complaint, the individual(s) involved will be treated in a manner that as far as possible protects the mana and dignity of the individual(s) involved.
- Concerns should be brought to the attention of the person directly involved, or if this is not feasible to the person next in seniority. For example, concerns regarding a Teacher should be addressed with the Teacher, or failing that, with the Head Teacher.

- Matters that form the basis of disciplinary action will be handled in accordance with the NKA Disciplinary Procedures.
- The Association will ensure complaints and concerns are handled in a way that:
 - Is timely and allows them to be addressed at the lowest appropriate level.
 - Takes all reasonable action to satisfy the person raising the matter.
 - Ensures all opportunities to improve services are maximized.
 - Supports the person(s) who is/are the subject(s) of the concern or complaint to respond appropriately.
 - Reduces the likelihood that further concerns or complaints will be made in future, or if they are, reduces their severity.
 - Supports the person(s) who is/are the subject(s) to make the most of opportunities for professional development that are revealed by the concern or complaint.
 - Enables patterns and trends to be identified and remedied.

References

- Collective Employment Agreement or Individual Employment Agreement
- Wellness Policy
- Child Protection Policy
- Discipline Policy
- Employment Relations Act 2000
- Education (Early Childhood Services) Regulations 2008, Regulation 47
- Licensing Criteria for Early Childhood Education and Care Centres 2008, GMA1

Date Policy Adopted:	May 2010
Last Review Date:	September 2015
Next Review Date:	May 2017

Appendix 1 – Signage for display in Kindergartens

Procedure for Complaints or Concerns in Regards to Non-Compliance with Education (Early Childhood Centres) Regulations 2008

Should you wish to raise any concerns or make a complaint about non-compliance with licence conditions or criteria please either:

Discuss with you concerns with the Kindergarten's Head Teacher

OR

Put your complaints in writing to the licensee:

Richard Storey
Chief Executive
Northland Kindergarten Association
PO Box 4005
Kamo
Whangarei 0141

If you have any unresolved complaints please contact the Ministry of Education on 0800 800 675.