

## ALEXANDRA CHILDCARE CENTRE (1995) INC.

### **COMPLAINTS POLICY AND PROCEDURE FOR PARENTS, WHĀNAU AND CAREGIVERS**

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#### **RATIONALE**

This procedure provides a clear, fair, and transparent process for parents, whānau, caregivers, and external agencies to raise concerns or make a formal complaint. It supports early resolution where possible, ensures concerns are addressed appropriately, and meets the requirements of the Education (Early Childhood Services) Regulations 2008 and the Privacy Act 2020.

Complainants retain the right to contact the Ministry of Education at any stage of the process.

#### **OBJECTIVE**

To ensure that complaints are managed promptly, respectfully, and consistently, with the aim of reaching a satisfactory outcome for all parties involved while prioritising the safety and wellbeing of children.

#### **Guidelines for Parents, Whānau and Caregivers**

##### **Confidentiality**

All complaints will be handled in a confidential manner and information will be shared only with those directly involved, in accordance with the Privacy Act 2020.

##### **Raising a Concern**

Parents, whānau, or caregivers are encouraged, in the first instance, to discuss their concern by appointment with:

- a. The person concerned, or
- b. The Centre Manager, or
- c. The Centre Manager and the Curriculum Lead Teacher.

##### **Escalation to Centre Manager**

If the concern is not resolved, the complaint should be referred to the Centre Manager for further consideration.

##### **Written Complaints**

The Centre Manager may request that the complaint be submitted in writing to ensure clarity and appropriate documentation.

A copy of the written complaint will be provided to the Board of Governance.

***Records of complaints and outcomes will be maintained securely by the service in accordance with record-keeping requirements and the Privacy Act 2020.***

##### **Complaints About the Centre Manager**

Where a complaint relates directly to the Centre Manager, the complaint must be submitted in writing to the Board of Governance.

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#### **Board of Governance**

All written complaints will be tabled at the next Board of Governance meeting and considered in a confidential and appropriate manner, ensuring governance oversight and accountability.

#### **Resolution Process**

The Centre Manager and Board of Governance will make every reasonable effort to resolve complaints in a timely, calm, and respectful manner, supporting open communication, fair process, and constructive problem-solving.

#### **Right to External Escalation**

If the complainant is not satisfied with the outcome or the process, or chooses not to follow this procedure, they may contact the Ministry of Education at any time.

#### **Ministry of Education Contact Details**

The Ministry of Education can be contacted at any stage of the complaints process:

Vicky Pearson – Cromwell Office

**Email:** [enquiries.dunedin@education.govt.nz](mailto:enquiries.dunedin@education.govt.nz)

**Phone:** (03) 455 3730

#### **Paramount Consideration**

In all matters relating to complaints, the safety, wellbeing, and best interests of children are paramount and will guide all decision-making and actions taken.

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Regulation	
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