

ALEXANDRA CHILDCARE CENTRE (1995) INC.

EXTERNAL COMPLAINTS POLICY

RATIONALE: To provide a clear procedure for external agencies such as, parents, whānau, community agencies or caregivers to follow if they wish to make a formal complaint.

OBJECTIVE: For a satisfactory outcome to be reached by those concerned.

Guidelines for Parents, Whānau and Caregivers

1. All complaints to be dealt with in the strictest confidence.
2. If parents, whānau or caregivers have a complaint they have the option of meeting with the person concerned or the Centre Manager by appointment.
3. In the event that satisfaction has not been gained, the complaint should be addressed to the Centre Manager.
4. The Centre Manager can request the complaint in writing and a copy is given to the Board of Governance.
5. If the complaint refers to the Centre Manager, it should be addressed to the Board of Governance.
6. Complaints that have been submitted in writing will be tabled (in Board) at the next Board of Governance meeting and handled as appropriate, in a confidential manner.
7. The Board of Governance and Centre Manager will make every attempt to settle complaints in a calm unhurried manner and encourage a sensible exchange of views and a reasonable approach to problem solving.
8. Complaints can be made to Ministry Of Education if anyone has concerns that the ECE regulations and / or Licensing Criteria are not being met at Kopuwai Early Learning Centre.
9. If unsatisfied with the outcome or process the complainant can contact the local Ministry of Education Office.
Vicky Pearson Ministry of Education - (03) 455 3730

The Ministry of Education can be contacted at anytime on the following contact details:
enquiries.dunedin@education.govt.nz or (03) 455 3730

The welfare of children is to be regarded as paramount in the handling of complaints.

Policy Category	Governance, Management and Administration
Licensing Criteria	
Regulation	
Date created	
Next Review Due	March 2026