



ALEXANDRA CHILDCARE CENTRE (1995) INC.

EXTERNAL COMPLAINTS POLICY

RATIONALE: To provide a clear procedure for external agencies such as, parents, whanau, 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, Whanau 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 Governance Board.
5. If the complaint refers to the Centre Manager, it should be addressed to the Governance Board.
6. Complaints that have been submitted in writing will be tabled (in Board) at the next Governance Board meeting and handled as appropriate, in a confidential manner.
7. The Governance Board 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. If unsatisfied with the outcome or process the complainant can contact the local Ministry of Education Office.

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.

| DATE REVIEWED | DATE NEXT REVIEWED |
|----------------|--------------------|
| August 2022 | August 2024 |
| September 2023 | September 2025 |