



COMPLAINTS PROCEDURE POLICY

Last Reviewed: Aug 2020 Last Updated: May 2019
References: GMA1

Rationale

To ensure that any complaint or concern is able to be raised in a safe and professional environment and that it is dealt with in a fair and timely manner by the most appropriate person/s best placed to deal with the matter.

Procedure

Playschool ensures that all complaints will be dealt with in a fair and confidential manner.

In the first instance of a complaint contact your Programme Co ordinator (PC) to arrange a time for them to visit with you so you can discuss your concerns. If your PC cannot assist you at the time of meeting with you then they will come back to you with a resolution within 48 hours.

If your complaint is about your PC or about a matter that you don't feel comfortable speaking with them about please either use the complaint form located in the Child Portfolio, or email your Programme Manager directly. Your Programme Manager will respond within 48 hours and address your complaint or escalate the issue to the Managing Director.

If you feel your complaint has not been resolved adequately or you wish to contact the Managing Director directly, please do so by email carissa@playschooleducation.co.nz Please allow 48 hours for a written response.

Complaints may be resolved using a number of methods including additional meetings with kaiako, family, whanau, staff and Management.

Any matter urgent in nature, should be made immediately by contacting your PC or your local office. For out of hours urgent matters please contact your PC on their mobile or contact Carissa Vaudrey on 021 328 926.

If you feel your concern has not been adequately dealt with, or for non-compliance related matters, you are able to contact the Ministry of Education to raise any issue or concerns directly with them by contacting your local office.

Tai Tokerau area office (Northland) 10 Awaroa River Road, Onerahi Whangarei Phone: (09) 436 8900	Auckland area office 12 – 18 Normanby Road Mt Eden, Auckland Phone: (09) 632-940	Waikato area office 19 Home Straight Te Rapa, Hamilton Phone: (07) 850-8880
Waiariki area office (Rotorua) Level 3 1144 Pukaki Street, Rotorua Phone: (07) 349 7399	Waiariki area office (BOP) Level 3, Regional House 1 Elizabeth Street, Tauranga Phone: (07) 571 7800	Hawkes Bay/Tairāwhiti area office (Napier) 8 A Lever Street, Napier Phone: (06) 833-6730
Hawkes Bay/Tairāwhiti area office (Gisborne) 42 Grey Street, Gisborne	Manawatu area office (Whanganui) 93 Ingestre Street Whanagnui	Manawatu area office (Taranaki) Level 4 PWC Centre 54 Gill Street, New Plymouth

Phone: (06) 869 1520	Phone: (06) 349 6300	Phone: (06) 757 6400
Manawatu area office (Palmerston North) 1-3 Oxford Street Palmerston North Phone: (06) 350-9850	Wellington office 19 Market Grove Lower Hutt, Wellington Phone: (04) 463-8699	Nelson office (Nelson, Marlborough, West Coast) 19 Haven Road, Nelson Phone: (03) 546-3470
Christchurch office (Canterbury) Te Urutū 48 Hereford Street, West End Christchurch Phone: (03) 378-7300	Dunedin office (Dunedin, Southland) 414 Moray Place Dunedin Phone: (03) 471-5200	