

# Complaint About Non-Compliance Policy/He Nawe mō te Tūtohu-Kore

Version 2

Effective Date: 19 May 2023

Next Review: 2026

Document Approver: Chief Executive

Document Owner: Chief Executive

## Applies To | Ko Wai Whakahāngaitia

All staff and kindergarten families and whanau.

## General Principles | Mātāpono Whānui

To ensure that complaints about non-compliance are addressed.

## Related Procedures or Processes and Documents | Pākanga Tukanga me Pukapuka

Education (Early Childhood Services) Regulations 2008 Information on Display

## References | Tohutoro / Huānga ki

Education (Early Childhood Education) Regulations 2008.

Licensing Criteria for Early Childhood Education and Care Services 2008: GMA1, GMA-10, GMA7.

## Policy Review Cycle | Kaupapa Arotake Hurihangā

This policy will be reviewed every three years and in conjunction with reviews of the related procedures or processes and documents outlined above.

## Policy

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Bring the complaint to the attention of the Head Teacher of this Kindergarten, or

Contact the Chief Executive of the Taranaki Free Kindergarten Association,

Email [dawn.osman@kindergartentaranaki.co.nz](mailto:dawn.osman@kindergartentaranaki.co.nz) Phone 027-6399828 or write to Kindergarten House, P O Box 655, New Plymouth 4340

or

Contact Suzanne Beenan, ECE Senior Advisor, Te Mahau/Te Tai Whenua, DD 067576434, Mobile 0273044443 or write to Te Mahau, New Plymouth Office P.O Box 8158, New Plymouth, 4342

A copy of the **Education (Early Childhood Services) Regulations 2008** and Licensing Criteria for Early Childhood Education & Care Services 2008 is available online at

<https://www.education.govt.nz/early-childhood/licensing-and-regulations/the-regulatory-framework-for-ece/>. A copy is located on the noticeboard.

A copy of the latest **Education Review Office Report** about this kindergarten is available online at [www.ero.govt.nz](http://www.ero.govt.nz) or [www.kindergartentaranaki.co.nz](http://www.kindergartentaranaki.co.nz). A copy is located on the noticeboard.

Copies of Kindergarten Taranaki policies and procedures are available upon request from your kindergarten.

# Complaint About Non-Compliance Policy/He Nawe mō te Tūtohu-Kore

## With Any Complaint, The First Step Is To Take It To The Person Involved.

You may discover that there is a misunderstanding, a good reason, or that you can sort it out between yourselves. You may find that the person has made a mistake, or has made a human error of judgement, in which case an apology may be sufficient. However, unless the person knows you have a concern, it cannot be addressed or corrected.

It may be necessary to make an appointment with the person involved to give you both enough time to discuss the matter fully.

It is wise to keep the following principles in mind:

- Give the person an opportunity to explain, put it right or apologise
- Focus on the interest of the child
- Realise there is the possibility you may not have all the facts
- Keep your complaint as confidential as possible
- Be specific
- Don't try to 'catch the person out; this is not helpful to the process
- Don't gossip or go behind the person's back – you may find yourself the subject of a complaint
- Keep it in proportion
- Realise that Kindergarten Taranaki will be looking for positive solutions

If you are still not satisfied, or you feel you cannot approach the person directly, you should ring the Chief Executive on 027 639 9828. This will then be followed up with the appropriate policy.

Complaints against Association staff should be directed to the Chief Executive

**NOTE:** This Policy must be displayed at the all Kindergartens