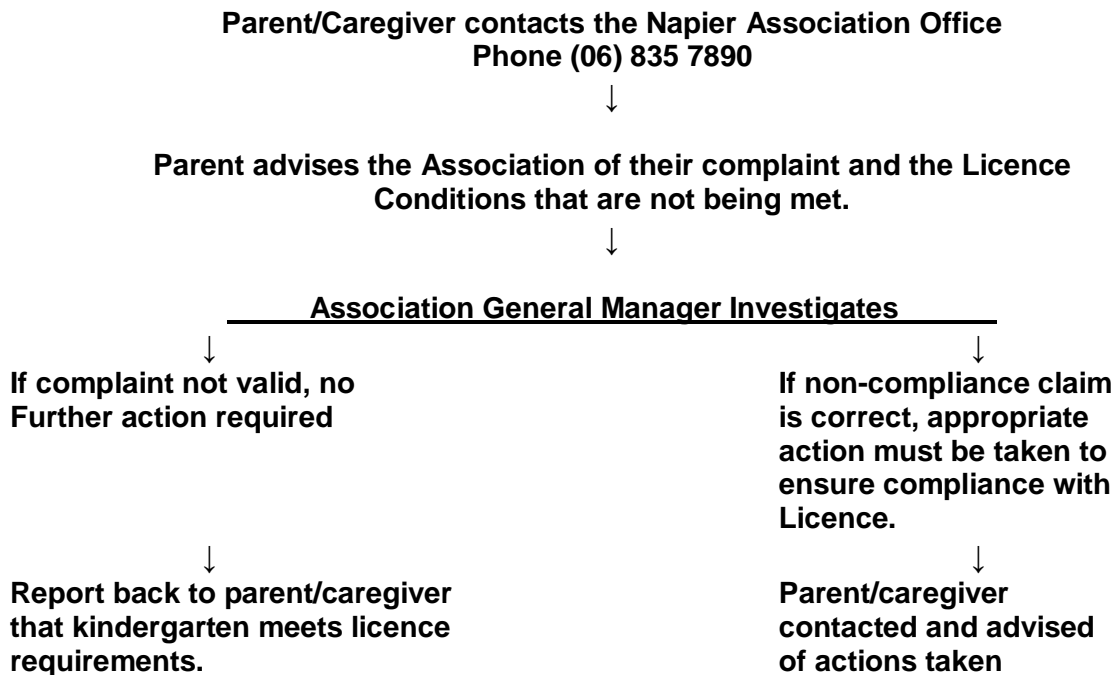


COMPLAINTS PROCEDURES FOR NON-COMPLIANCE WITH LICENCE CONDITIONS

This is the procedure to follow if a parent/caregiver has a complaint about a kindergarten not complying with Licence conditions.

Please refer to the flow chart:



ACCESS TO EDUCATION REGULATIONS (ECE) 2008 and the ECE Licensing Criteria

The Kindergarten will have a copy of the ECE regulations and their latest ERO report available to parents/caregivers, in places such as the Parent Library or Parent Noticeboards. Copies may also be obtained from the Association Office by contacting the General Manager.

Parents are strongly encouraged to follow this procedure to resolve complaints. If they need a further option they are able to contact the local Ministry of Education office to discuss any licensing concerns Ph: 833 6730

**HELEN McNAUGHTEN
GENERAL MANAGER**

Reference: ECE Licensing Criteria GMA1 and GMA2

<p style="text-align: center;">NAPIER KINDERGARTEN ASSOCIATION CONCERNS/COMPLAINTS PROCEDURE</p>

IF I HAVE AN ENQUIRY, CONCERN OR COMPLAINT CONCERNING KINDERGARTEN WHAT SHOULD I DO?

1. Enquiry/Concern/Complaint about a Teacher or Headteacher

Discuss the matter with the Teacher or Headteacher concerned to see if the problem can be resolved informally between you. If this is not possible, or you feel you cannot approach the teacher concerned, then approach the person who is next down on the following list:

- The Headteacher (of the teacher concerned)
- Education Manager
- General Manager

2. Enquiry/Concern/Complaint about Committee member, Education Manager, Finance Officer etc:

Discuss the matter with the person concerned to see if the problem can be resolved informally between you. If that is not possible, or you feel you cannot approach the person concerned then approach the person who is next down on the following list:

- General Manager
- President of the Board of Trustees (if General Manager is absent)

3. Enquiry/Concern/Complaint about the General Manager

Discuss the matter with the person concerned to see if the problem can be resolved informally between you. If that is not possible or you feel you cannot approach the person concerned, then approach:

- President of the Board of Trustees

CONTACT PHONE NUMBERS:

Education Manager	Ph: 835 7890
General Manager	Ph: 835 7890

ASSOCIATION ADDRESS: 66 Kennedy Road Napier, P.O. Box 4298.

Reference: ECE Licensing Criteria GMA7