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:

Parent/Caregiver contacts the Napier Association Office Phone (06) 835 7890

Parent advises the Association of their complaint and the Licence Conditions that are not being met.

Association General Manager Investigates

If complaint not valid, no Further action required

If non-compliance claim is correct, appropriate action must be taken to ensure compliance with Licence.

Report back to parent/caregiver that kindergarten meets licence requirements.

Parent/caregiver contacted and advised of actions taken

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 the complaint remains unresolved and it is related to an alleged breach of the Education (Early Childhood Services) Regulations 2008 or Licensing Criteria for ECE Centres 2008 parents may contact the local Ministry of Education office Ph: 833 6730

HELEN McNAUGHTEN GENERAL MANAGER

Reference: ECE Licensing Criteria GMA1 and GMA2