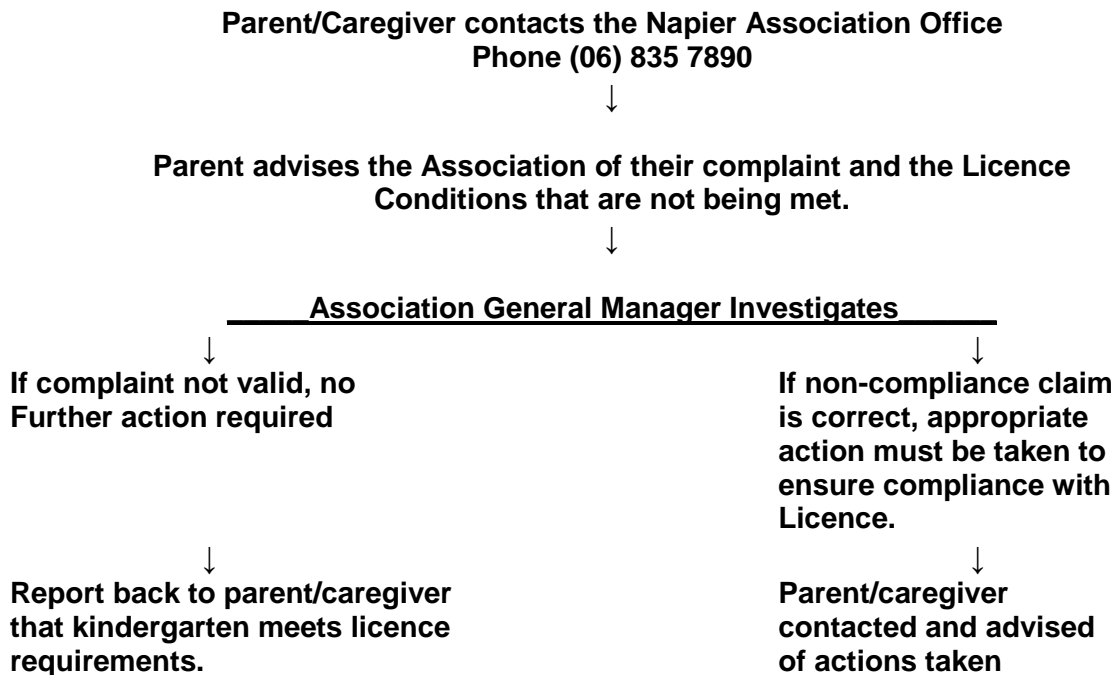


COMPLAINTS PROCEDURES FOR NON-COMPLIANCE WITH LICENCE CONDITIONS

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 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