

<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 Manager 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
General Manager

Ph: 835 7890
Ph: 835 7890

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

Reference: ECE Licensing Criteria GMA7