



PELORUS COMMUNITY PRESCHOOL

Complaints Procedure Policy

Education [Early Childhood Services] Regulations 2008 (and its Amendments): Regulation 47

Licensing Criteria for Early Childhood Education and Care Centres 2008: Criterion GMA1

Rationale

Pelorus Community Preschool is committed to delivering a quality preschool education program, from a licensed facility, to all children in the Pelorus Community. To enable us to retain our licence this program must ensure compliance with all parts and schedules of the Education (Early Childhood Centres) Regulations 1998.

If at any time the Pelorus Community Preschool is not complying with any part of its licence requirements then the following process should take place.

Procedures

Consideration must be given by the person lodging the complaint as to the most appropriate process to follow. Confidentiality is to be maintained at all times.

- If a parent has a complaint then they should follow the Complaints Flow Chart displayed in the entrance foyer.
- If a staff member has a complaint then they should be in contact with the Head Teacher and if it can not be resolved make contact with the Chairperson of the Board. If the complaint is about the Head Teacher then they should go directly to the Chairperson. The Board may decide that they should make contact directly with the local office of the Ministry of Education.

- If a member of the Board has a complaint then they should be in contact with the Chairperson as soon as practicable. If the complaint is about the licensee (who is a member of the Board) and it cannot be resolved then contact should be made with the local office of the Ministry of Education (phone (03) 546 3470).

Written documentation of complaints should be kept securely for seven years.

Refer to Concerns and Complaints Procedures Flow Chart.

Licensing Criteria

The following are prominently displayed at the service for parents and visitors:

- the Education (Early Childhood Services) Regulations 2008, and the Licensing Criteria for Early Childhood Education and Care Centres 2008;
- the full names and qualifications of each person counting towards regulated qualification requirements;
- the service's current licence certificate; and
- a procedure people should follow if they (GMA1).

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Policy in Action

If this policy is being implemented effectively the following should be happening:

- Complaints are processed confidentially and on a timely basis.
- Deviations from the licence requirements are corrected as soon as practicable after being brought to the attention of the licensee.