

Policy Summary

This policy outlines our commitment to positive, supportive and low-key resolution of concerns and complaints. It includes our procedures when a complaint is reported to us. Staff and educators are expected to be familiar with this policy and abide by it.

Purpose Statement

Complaints could come from a variety of sources and may vary from minor to major. They may escalate rapidly from one to the other unless they are well managed. We will follow current employment legislation and best practice for employers, in addition to the requirements of the individual employment agreement in place for our staff. We will follow best practice for our educators, in addition to the requirements of their individual contract.

Policy Principles

- The interest of the child is paramount in all actions.
- We recognise the rights of family/whānau to participate in the decision-making about their children. We have a commitment to ensure that staff, and educators, are able to provide positive learning outcomes for the child.
- We are committed to:
 - Preservation of interpersonal and working relationships
 - Respect for the dignity and mana of the employee/contractor and complainant
 - Quick response
 - Listening and seeking to understand before taking action
 - Keeping to agreements – not changing agreements without consultation
 - Flexibility – the processes can be adapted to meet the requirements of an individual situation – while still meeting all legislative and contractual requirements.
 - Impartiality – the procedures will be fair and equitable
 - Consistency – similar actions for similar situations
 - Low key resolution – discussion, coaching, counselling, not discipline
 - Direct communication – talking face-to-face, not letters and memos
 - Supportive action – the focus is on positive resolution, not punishment.
- We will always comply with relevant legislative responsibilities.

- Employees and/or complainants may seek family, whānau, professional and/or union support where this is available.
- This policy will be reviewed at least every year.

Definitions

A **concern** is any low-level query or statement by a parent/caregiver, employee, contractor or other individual which relates to an employee, contractor, a teaching or management practice or decision, or other aspect of the service's policies or operations. This is most likely to be resolved by discussion, clarification, information or very low-level corrective measures only – not disciplinary action.

A **complaint** is a more serious statement made by a parent/caregiver, employee, contractor or other individual which relates to an employee, contractor, a professional or management practice or decision, or other aspect of the service's policies or operations that has not met that person's expectations for some reason. A complaint is more likely to require corrective measures or disciplinary action.