

4. Governance, Management & Administration

COMPLAINTS BY PARENTS/CAREGIVERS – GMA1

Policy Statement:

Parent/caregivers of children at Sunny Days have the right to register a complaint, with respect to care, service or conditions, and breaches of Licence requirements without fear of retribution, and to have that complaint dealt with promptly and courteously by a competent authority.

Procedure:

1. Parents should express their complaint in writing, as soon as possible after the event in terms of any concerns they may have. As much detail as possible should be recorded to assist in the investigation.
2. The complaint should be first taken directly to the Head Teacher of the appropriate room.
3. If unsatisfied that the complaint has not been dealt with satisfactorily the parent/caregiver can go to the centre manager at Sunny Days
4. The CEO of Napier Family Centre can be contacted on 8437280.
5. The local Ministry of Education office may also be contacted if the complaint is not resolved.
6. Their details are: Ministry of Education: 8a Lever Street, Ahuriri, Napier. Phone 8336730.

Following receipt of a complaint the following will take place:

1. Within 48 hours the complainant will be sent a written acknowledgment recording receipt of the complaint and advising the date when a response can be expected.
2. Complaints will be recorded in a Complaints File and details of any action taken.
3. The Centre Manager will provide a report if necessary.
4. The CEO will authorise an internal investigation taking into account all facets of the complaint and the Manager's report.
5. Confidential advice from appropriate competent authorities will be sought.
6. The complainant will be informed of the outcome of the investigation and any action taken to prevent a recurrence of the event.

Review

Review every 2-3 years or when there is a significant change in the area of the policy topic.

Authorised:	Centre manager
Date:	February 2022
Review Date:	February 2025