

MONTESSORI CHILDREN'S HOUSE WĀNAKA

PARENT/CAREGIVER FEEDBACK AND COMPLAINT FORM

This form contains 4 sections as follows:

Section 1: Parent/Caregiver's complaint and recommendations.

To be completed by the Parent/Caregiver(s).

Section 2: Montessori Children's House Wānaka's (MCHW) interpretation and response.

To be completed by the MCHW Managing Teacher.

Section 3: Agreed solution(s) or change(s).

Parent/Caregiver(s) and MCHW Managing Teacher to meet, discuss and complete.

Section 4: Follow up.

Parent/Caregiver(s) to complete once the complaint has been resolved to their satisfaction.

Please also note:

- Parent/Caregiver(s) and MCHW are to each keep a copy of this form.
- The details on this form will be kept confidential.

SECTION 1: PARENT/CAREGIVER'S COMPLAINT & RECOMMENDATIONS

Parent/Caregiver(s) to complete

Parent/Caregiver's Name(s) _____

Child's Name _____

Managing Teacher's Name _____ Date _____

Topic of Feedback or Complaint _____

Full Details / Description _____

I/We propose the following solution(s) or change(s) _____

SECTION 2: MONTESSORI CHILDREN'S HOUSE WĀNAKA'S INTERPRETATION & RESPONSE

MCHW Managing Teacher to complete

Managing Teacher's Name _____

Date _____

MCHW's interpretation of this feedback or complaint is _____

MCHW proposes the following solution(s) or change(s) in response _____

SECTION 3: AGREED SOLUTION(S) OR CHANGE(S)

Parent/Caregiver(s) and MCHW Managing Teacher to meet, discuss and complete

In attendance _____

Date _____

Details of Meeting _____

Agreed solution(s) or change(s) to be made _____

WHAT WILL HAPPEN NOW?

In the table on the following page, include details of actions, the name of the person(s) responsible for carrying through each agreed action, and the timeframe for doing so.

| ACTION | PERSON(S) RESPONSIBLE | DUE DATE |
|--------|-----------------------|----------|
| | | |
| | | |
| | | |

PARENT/CAREGIVER(S)

I am/We are satisfied with the way my/our complaint has been received and responded to.

Signature(s) _____

Date _____

MANAGING TEACHER

Montessori Children's House Wānaka will endeavour to meet this agreement, and will immediately inform the Parent/Caregiver(s) if we have any difficulties in doing so.

Signature _____ Date _____

SECTION 4: FOLLOW UP

Parent/Caregiver(s) to complete

This section is to be completed by the Parent/Caregiver(s) at the end of the timeframe(s) specified in the table above in Section 3 (see page 5).

PARENT/CAREGIVER(S)

I am/We are satisfied with the way my/our complaint was handled, and it has been resolved to my/our satisfaction.

Signature(s) _____

Date _____